

FEDERAL BUREAU OF INVESTIGATION
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FOI/PA# 1253074-002

Total Deleted Page(s) = 39

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

388
130

TRANSMIT VIA:
☒ Teletype

PRECEDENCE:
☐ Immediate
☒ Priority
☐ Routine

CLASSIFICATION:
☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☒ UNCLAS

DATE: 9/29/94

^PAGE 1 OF 3

FM DIRECTOR FBI (66F-HQ-1078703)

TO SAC, KNOXVILLE

BT

UNCLAS

CITE: //0442//

PASS: SA [REDACTED] RE TELCALL TO [REDACTED] FBIHQ,

9/20/94.

Automated Case Support Implementation

SUBJECT: *WORDPERFECT OFFICE (WPO) INSTALLATION*

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BASED ON THE IMMEDIATE REQUIREMENT FOR AN INTRA-OFFICE
ELECTRONIC MAIL FACILITY AT THE KNOXVILLE OFFICE, THE FOLLOWING
ARRANGEMENTS HAVE BEEN MADE TO INSTALL WPO IN YOUR OFFICE AS A
PILOT IMPLEMENTATION.

66F-HQ-1078703-1

ON 9/28/94, [REDACTED] OF THE FBIHQ MICROCOMPUTER

SUPPORT UNIT WILL TRAVEL TO YOUR LOCATION [REDACTED]

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***** FOR COMM CENTER USE ONLY *****

NOTE: Copy Designations Are On The Last Page Of This Teletype!!!

Approved By [REDACTED]

MRI/JUL [REDACTED]

Transmitted [REDACTED]

SEP 29

ISN [REDACTED]

DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

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[REDACTED] TO

SATISFY YOUR KNOXVILLE COMMUNICATIONS REQUIREMENTS.

THIS IMPLEMENTATION IS A PILOT. WHEN THE NETWORK UPGRADES ARE COMPLETED, IT WILL BE NECESSARY TO RECONFIGURE YOUR INSTALLATION TO CONFORM TO THE NEW ARCHITECTURE. WE EXPECT THAT MOST INFORMATION WILL TRANSITION TO THAT NEW CONFIGURATION, BUT IT IS RECOMMENDED THAT ALL CLIENTS OF THE WPO SYSTEM RETAIN, IN HARD COPY FORM, ALL ESSENTIAL INFORMATION IN THE EVENT THAT CONVERSION IS NOT SUCCESSFUL.

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THIS IMPLEMENTATION WILL NOT ALTER THE REGULATIONS IN MAOP PART 2, SECTION 10, NOR WILL IT EFFECT ANY CHANGE IN THE EXISTING APPROVAL PROCESS FOR OFFICIAL BUREAU COMMUNICATIONS.

THIS INSTALLATION WILL [REDACTED]

[REDACTED] TO
ENSURE A SUCCESSFUL INSTALLATION, IS IT REQUESTED THAT YOUR
OFFICE [REDACTED]

TO SUPPORT THE OVERALL EFFORT, [REDACTED]

[REDACTED] WILL TRAVEL TO KNOXVILLE ON 9/29/94.

BT

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

PAGE 3

Drafted By: Room/TL #: 1334 Phone No: 5942

COPY DESIGNATIONS:

1 - RM 1339
1 - RM 1334
1 - RM 8391
1 - RM 3431
1 - RM 8391

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AIRTEL

Unclassified

9/22/94

302

Director, FBI (66F-HQ-1078703)

SAC, Richmond

AUTOMATED CASE SUPPORT (ACS)

On 8/30/93, the Implementation Team [redacted] visited the Richmond Office to discuss the upcoming implementation of the ACS which is comprised of the Investigative Case Management system, Electronic Case Files, Unified Indices, the Electronic Communication, Office Automation and Electronic Mail systems in the field offices. They met with [redacted]

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The discussions centered on the anticipated impacts on the field office workflows and the practicality of the use of the system by special agents especially supervisors.

These discussions were very productive and the efforts of all field office personnel involved are greatly appreciated. Future visits will be scheduled in the coming months to finalize implementation plans.

MAILED 28

SEP 27 1994

FBI

1 - [redacted] Rm 1358
1 - [redacted] Rm 1334

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Off. of Public _____
& Cong. Affs. _____
Director's Office _____

MAILROOM

FBI/DOJ

302

AIRTEL

Unclassified

9/22/94

Director, FBI (66F-HQ-1078703)

SAC, Baltimore

AUTOMATED CASE SUPPORT (ACS)

On 9/6/94, the Implementation Team [redacted] visited the Baltimore Office to discuss the upcoming implementation of the ACS which is comprised of the Investigative Case Management system, Electronic Case Files, Unified Indices, the Electronic Communication, Office Automation and Electronic Mail systems in the field offices. They met with [redacted]

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The discussions centered on the anticipated impacts on the field office workflows and the practicality of the use of the system by special agents especially supervisors.

These discussions were very productive and the efforts of all field office personnel involved are greatly appreciated. Future visits will be scheduled in the coming months to finalize implementation plans.

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SEP 27 1994

FBI

1 - [redacted] Rm 1358
1 - [redacted] Rm 1334

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Off. of EEOA _____
Off. of Public & Cong. Affs. _____
Director's Office _____

MAILROOM ☒

66F-HQ-1078703-3

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FBI/DOJ

(12/31/1995)

FEDERAL BUREAU OF INVESTIGATION

368

35

Precedence: ROUTINE

Date: 12/2/1996

To: Director's Office

Attn:

	Room 7142
	Room 7176
	Room 7427
	Room 7176
	Room 7176
	Room 7176

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All Divisions

Attn:

Assistant Directors
SACs
Section Chiefs
Legal Attaches
Administrative Officers
Office Assistants
Computer Specialists

From: Information Resources

Automated Case Support Unit, Room 8998

Contact: Extension 5032

Approved By:

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Drafted By:

Case ID #: 242-HQ-A1185766 Serial 3

Title: ELECTRONIC CASE FILE (ECF)

Synopsis: A new report is now available through ECF.

Details: On Monday, 12/9/1996, the

66F-HQ-1078703-3

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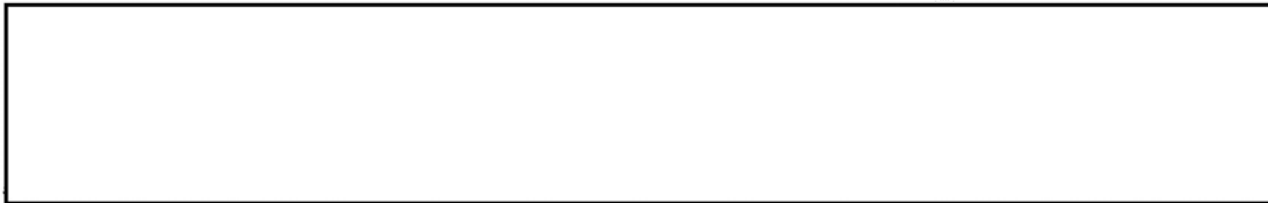
SERIALIZED FILED

DEC 24 1996

FBI - NEW YORK

66F-HQ-1078703

To: 'Director's Office From: Information Resources
Re: 242-HQ-A1185766, 12/2/1996



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Questions regarding which users in your division are in the above security groups should be directed to the Information Security Staff at 703-751-9308. Technical questions regarding the [redacted] should be directed to the Service Support Center, Attention: ECF Development Team, at 202-324-1500.

To: Director's Office From: Information Resources
Re: 242-HQ-A1185766, 12/2/1996

LEAD (s):

Set Lead 1:

ALL RECEIVING OFFICES

Please advise all ACS users of this ECF enhancement.

CC: 1 - IRD Front Office, Room 5829
1 - [redacted] Room 5634
1 - [redacted] Room 5328
1 - [redacted] Room 8998
1 - [redacted] Room 8998
1 - [redacted] Room 1B948
1 - [redacted]

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Unclassified

9/23/94

Director, FBI (66F-HQ-1078703)

SAC, Norfolk

①

AUTOMATED CASE SUPPORT (ACS)

On 9/13/94, the Implementation Team [redacted]

[redacted] visited the Norfolk Office to discuss the upcoming implementation of the ACS which is comprised of the Investigative Case Management system, Electronic Case Files, Unified Indices, the Electronic Communication, Office Automation and Electronic Mail systems in the field offices. They met with ASAC [redacted]

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The discussions centered on the anticipated impacts on the field office workflows and the practicality of the use of the system by special agents especially supervisors. These discussions were very productive and the efforts of all field office personnel involved are greatly appreciated.

The implementation team anticipates returning to Norfolk in mid-October to install the office automation software [redacted] Arrangements for this visit will be finalized with Norfolk by 9/30/94. Future visits will be scheduled in the coming weeks to finalize implementation plans.

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MAILED 28

SEP 27 1994

1 - FBI

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66F-HQ-1078703 4

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Asst. Dir.: _____
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Finance _____
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Legal Coun. _____
National Sec. _____
Personnel _____
Training _____
Off. of EEOA _____
Off. of Public & Cong. Affs. _____
Director's Office _____

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FBI/DOJ

DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

446

TRANSMIT VIA:

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DATE: 12/2/94

^PAGE 1 OF 3

PRECEDENCE:

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CLASSIFICATION:

☐ TOP SECRET☐ SECRET☐ CONFIDENTIAL☒ UNCLAS E F T O☐ UNCLAS

FM DIRECTOR FBI (66F-HQ-1078703)

TO FBI ATLANTA/PRIORITY/

FBI BOSTON/PRIORITY/

FBI CHICAGO/PRIORITY/

FBI DALLAS/PRIORITY/

FBI DETROIT/PRIORITY/

FBI HOUSTON/PRIORITY/

FBI LOS ANGELES/PRIORITY/

FBI MIAMI/PRIORITY/

FBI NEW YORK/PRIORITY/

FBI NEWARK/PRIORITY/

FBI PHILADELPHIA/PRIORITY/

FBI SAN DIEGO/PRIORITY/

FBI SAN FRANCISCO/PRIORITY/

FBI SEATTLE/PRIORITY/

FBI WMFO/PRIORITY/

②
Automated Case Support
Implementation

66F-HQ-1078703-5

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Approved By

MRI/JUL

Transmitted

ISN

DEC 02 1994

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

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BT

UNCLAS E F T O

CITE: //0420//

PASS: ALL ADMINISTRATIVE OFFICERS AND COMPUTER SPECIALISTS.

SUBJECT: AUTOMATED CASE SUPPORT (ACS) IMPLEMENTATION PLANNING
SESSION DECEMBER 14-15, 1994 AT QUANTICO, VIRGINIA.

A PARTNERSHIP WAS FORMED IN 1992 BETWEEN INFORMATION
RESOURCES DIVISION (IRD), NATIONAL SECURITY DIVISION (NSD),
CRIMINAL INVESTIGATIVE DIVISION (CID), AND SACS TO INITIATE A
BETTER WAY OF COLLECTING, PROCESSING, STORING AND DISSEMINATING
INFORMATION. ACS IS INTENDED TO PROVIDE INVESTIGATIVE PERSONNEL
AND PROGRAM MANAGERS WITH ACCESS TO ALL INFORMATION RELEVANT TO
THEIR JOB. ACS HAS BEEN JOINTLY DESIGNED BY AGENTS AND TECHNICAL
STAFF. THE PROGRAM FOCUSES ON THE INFORMATION NEEDS FOR THE
ENTIRE FBI AND THE NEW GENERATION OF INVESTIGATIVE INFORMATION
SYSTEMS. SOME BENEFITS TO INVESTIGATIVE PERSONNEL ARE:
IMMEDIATE ACCESS TO INVESTIGATIVE TEXT BY ANY AGENT IN ANY
LOCATION, AS AUTHORIZED; ABILITY TO DO FULL-TEXT SEARCHES OF
INVESTIGATIVE DOCUMENTS; PROVIDE SINGLE SERIAL ENTRY; BUREAU-WIDE
TRACKING OF LEADS; UNIVERSAL INDICES; ETC.

DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

^PAGE 3 UNCLAS E F T O

THE ADMINISTRATIVE OFFICER AND ONE COMPUTER SPECIALIST FROM EACH FIELD OFFICE ARE INVITED TO ATTEND AN IMPLEMENTATION PLANNING SESSION TO BE HELD AT THE FBI ACADEMY IN QUANTICO, VIRGINIA, DECEMBER 14-15, 1994. THE SESSION WILL DEVELOP TRAINING AND IMPLEMENTATION PLANS FOR ACS IN FBI FIELD OFFICES. THE SESSION WILL BEGIN AT 8:30 AM WEDNESDAY AND WILL CONTINUE THROUGH 5:00 PM THURSDAY. TUESDAY, DECEMBER 13, 1994 AND FRIDAY, DECEMBER 16, 1994 WILL BE SCHEDULED TRAVEL DAYS FOR ATTENDEES. AIRFARE WILL BE PAID BY ATTENDING FIELD OFFICES AND WILL BE REIMBURSED BY IRD. PLEASE CONTACT AT FBIHQ, X5546 FOR TWO ACCOMMODATIONS PER FIELD OFFICE AT THE ACADEMY. AN ACADEMY SHUTTLE WILL BE DEPARTING FROM WASHINGTON'S NATIONAL AIRPORT, MAIN TERMINAL, AT 7:00 PM TUESDAY EVENING, DECEMBER 13, 1994 TO TRANSPORT ATTENDEES TO THE ACADEMY.

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

PAGE 4

Drafted By: [] (10) Room/TL #: 1514 Phone No: 5546

COPY DESIGNATIONS:

1 - [] RM 1358

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Memorandum



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 Off. of EEO _____
 Off. Liaison & _____
 Int. Affs. _____
 Off. of Public Affs. _____
 Telephone Rm. _____
 Director's Office _____

To : Mr. Baugh [redacted]

Date 1/11/95

From : [redacted]

Subject : AUTOMATED CASE SUPPORT *implementation* [redacted]

PURPOSE: To document personnel assignments for the Automated Case Support (ACS) Implementation program and new Investigative Information Services Program (IISP) projects.

RECOMMENDATIONS: 1.) That [redacted] resume his duties as Unit Chief of the Application Architecture Development and Coordination Unit (AACDU) effective 1/17/95. Effective 1/17/95 [redacted] will be located at FBIHQ, Room 8998, ext. 5939.

APPROVED:

[redacted]
 Director _____
 Deputy Director _____

Crim. Inv. _____ Laboratory _____ Off. of EEO _____
 Crim. Jus. Info. _____ Legal Counsel _____ Affairs _____
 Servs. _____ National Sec. _____ Off. of Public _____
 Finance _____ Personnel _____ & Cong. Affs. _____
 Info. Res. _____ Training _____
 Inspection _____

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2.) That personnel assignments described below for the ACS project be implemented immediately to insure the timely completion of all ACS implementation tasks.

APPROVED:

[redacted]
 Director _____
 Deputy Director _____

Crim. Inv. _____ Laboratory _____ Off. of EEO _____
 Crim. Jus. Info. _____ Legal Counsel _____ Affairs _____
 Servs. _____ National Sec. _____ Off. of Public _____
 Finance _____ Personnel _____ & Cong. Affs. _____
 Info. Res. _____ Training _____
 Inspection _____

66F-HQ-1078702-6

66-HQ-1078702

1 - [redacted]
 1 - [redacted]
 1 - Mr. Zacrep
 1 - Mr. Bratton
 1 - [redacted]
 1 - [redacted]

1 - [redacted]
 1 - [redacted]
 1 - [redacted]
 1 - [redacted]
 1 - [redacted]

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(Continued - Over)

Memorandum to Mr. Baugh from
RE: AUTOMATED CASE SUPPORT

3.) That personnel TDY assignments described for new IISP projects be implemented as described below to insure prompt initiation of these IISP projects.

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APPROVED:	APPROVED:	Crim. Inv. _____	Laboratory _____	Off. of EEO _____
		Crim. Jus. Info. _____	Legal Counsel _____	Affairs _____
		Servs. _____	National Sec. _____	Off. of Public _____
	Director _____	Finance _____	Personnel _____	& Cong. Affs. _____
	Deputy Director _____	Info. Res. _____	Training _____	
		Inspection 		

DETAILS: To develop the next generation of investigative systems, a partnership has been formed among Information Resources Division (IRD), Criminal Investigative Division (CID), National Security Division (NSD) and the SAC Advisory Group to jointly plan and develop these new applications. The first phase of these new applications, referred to as the ACS, is slated for implementation FBI-wide in the Fall of 1995. These applications

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To insure the proper staffing for the ACS and to make available proper staffing for upcoming development projects the following personnel assignments are being implemented immediately:

Memorandum to Mr. Baugh from
RE: AUTOMATED CASE SUPPORT

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NAME	DETAILED TO	NEW OR CURRENT UNIT OF ASSIGNMENT

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UNCLASSIFIED

2/2/95

Director, FBI (66F-HQ-1078703)

All SACs
All LEGATs
RCA, NERCSC
RCA, WRCSC
Butte Information Technology Center
Savannah Information Technology Center
El Paso Intelligence Center
National Drug Intelligence Center

INVESTIGATIVE INFORMATION SERVICES PROGRAM
AUTOMATED CASE SUPPORT

The Information Resources Division (IRD) is continuing joint work efforts with the Criminal Investigative Division and the National Security Division to develop a single integrated system to support both Criminal Investigative and National Security Divisions' investigations. To ensure field requirements were addressed, field Agents, with support from technical personnel, developed the Investigative Information Strategy Plan (IISP) which resulted in three blueprints to describe:

MAILED 16

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1 - [] RM 7142
1 - Each Assistant Director
1 - [] RM 7240
1 - [] RM 7901
1 - [] RM 7427
1 - Quantico
1 - RM 7176
1 - RM 7176
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& Cong. Affs. _____
Director's Office _____

MAILROOM []

1 - Legat Suppt Group, RM 5991
1 - Manuals Desk, RM 5447
1 - Mr. Bratton, RM 5845
1 - [] RM 5634
1 - [] RM 5336D
1 - [] RM 5849
1 - ERF
1 - RM 6296
1 - [] RM 1334
1 - [] RM 1358

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Deputy Director _____

Crim. Inv. _____ Laboratory _____
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Airtel to All SACs, et al.

RE: Investigative Information Services Program
Automated Case Support
66F-HQ-1078703

An initial suite of applications is being developed and implemented based on the IISP. This suite, referred to as **Automated Case Support (ACS)**, encompasses both the necessary hardware/software infrastructure and an initial set of application software. ACS will provide the functionality to support the following:

- ♦ **Electronic Communication (EC):** Provides a single format for AIRTELS, memoranda, and letters. It also provides the framework for automatic indexing of the document through the use of structured fields. When used with the ACS, the EC provides for automatic uploading of index data and/or lead information.
- ♦ **Electronic Case File (ECF):** Provides a central electronic repository for the FBI's official investigative text-based documents. ECF will provide the capability: to upload all word processing-produced documents (including those generated by the EC) from an Intelligent Workstation (IWS) to the mainframe computer, where they will be serialized and filed; to search those documents by both structured (i.e., formatted fields) and unstructured (i.e., full text) means; and to download those documents in their original word processing format from the mainframe to an IWS. Additional document management capabilities will be provided in order to link documents together (i.e., establish relationships), file existing documents in other case files and remove documents from case files. Through the ECF, Resident Agencies (RA) will be able to access case files from their IWS or even conduct file reviews on-line without traveling to the HQ City. There will be no need to retain duplicate files at the RAs. ECF will replace the Serials' application of the Field Office Information Management (FOIMS) and the Automated Incoming Serials (AIMS) application of the Automated Records Management System (ARMS).
- ♦ **Investigative Case Management (ICM):** Provides the basic functionality to open and assign investigative matters, capture Agent's work notes, set and track leads, schedule and conduct case reviews, set and approve ticklers, close

Airtel to All SACs, et al.

RE: Investigative Information Services Program
Automated Case Support
66F-HQ-1078703

and destroy cases and track evidence items collected. Leads set through ICM are immediately available to alternate offices along with the text of the necessary documentation through ECF. ICM will replace the Case and Leads applications along with case management components contained in the Evidence and Tickler applications of the FOIMS.

- ♦ **Universal Index (UNI):** Provides single source entry and repository of index data. Each Office of Origin (OO) will index information and each Auxiliary Office (AO) will be able to contribute additional information to the OO index records. Only the OO is required to index, thus eliminating redundant indexing by the AOs. UNI will provide an on-line global office searching capability, but still offer each office local searching of its indices. Indices searches can be performed from any on-line FBI location. Enhanced name searching techniques will also be available. UNI will replace the Index application of FOIMS and the Headquarters General Index (HQGI) application of ARMS.



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The intraoffice WPO/E-Mail component of the ACS will be used to move draft documents within each Field Office and to/from its RA. The RA will then be able to take full advantage

Airtel to All SACs, et al.
RE: Investigative Information Services Program
Automated Case Support
66F-HQ-1078703

of all ACS functionality. Ultimately, WPO/E-Mail will provide inter-office capabilities, allowing transmission of Federal Record business messages, notes, and documents between FBI locations within the limits of the network.

The implementation of the ACS applications requires that they all be "turned-on" in all FBI locations at the same time. This is scheduled for **September, 1995**. Appropriate training for these applications will be provided to all locations between June and August, 1995. Training in WPO, E-Mail and EC will be provided in advance of conversion and application training.

A Pilot Office evaluation has been performed in the Norfolk Field Office. The lessons learned from this evaluation will be incorporated into the next pilot to be conducted in the Detroit Field Office in February, 1995.

IRD Section Chiefs will be contacting each office to provide information and on-site briefings, as required. Future ACS-related communications will provide detailed information regarding policies, procedures, installation of Token Ring and workstations and training in the use of the software components.

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3/3/95

DIRECTOR, FBI (66F-HQ-107-8703)

ADIC, NEW YORK
ATTN: SAC KALLSTROM

① AUTOMATED CASE SUPPORT (ACS) *implementation*

The ACS Implementation Team will be in the New York (NY) Field Office (FO) from 3/13-16/95, to provide detailed briefings to the NY FO staff.

Arrangements were coordinated with [redacted] NY FO. Any questions should be directed to [redacted] FBIHQ, (202) 324-5942.

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1 - [redacted] Rm 5835
1 - [redacted] Rm 5634
1 - Mr. Bratton, Rm 5845
1 - [redacted] Rm 5336D
1 - Mr. Zacrek, Rm 1334

66F-HQ-107-8703-8

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MAR 06 1995

FBI

APPROVED:

Director	Crim. Inv.	Laboratory	Off. of EEO
	Crim. Jus. Info.	Legal Counsel	Affairs
	Servs.	National Sec.	Off. of Public
Deputy Director	Financ.	Personnel	& Cong. Affs.
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& Cong. Affs. _____
Director's Office _____

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FBI/DOJ

DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
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TRANSMIT VIA:

☒ Teletype

DATE: 4/11/95

^PAGE 1 OF 2

PRECEDENCE:

☐ Immediate☒ Priority☐ Routine

CLASSIFICATION:

☐ TOP SECRET☐ SECRET☐ CONFIDENTIAL☐ UNCLAS E F T O☒ UNCLAS

FM DIRECTOR FBI (66F-HQ-1078703)

TO FBI DENVER/PRIORITY/

FBI DETROIT/PRIORITY/

FBI LITTLE ROCK/PRIORITY/

FBI LOUISVILLE/PRIORITY/

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FBI SALT LAKE CITY/PRIORITY/

FBI SEATTLE/PRIORITY/

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FBI TAMPA/PRIORITY/

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Approved By

MRI/JUL

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APR 11 1995

DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

^PAGE 2 UNCLAS E F T O

PASS: SU PASS TO BUTTE INFORMATION TECHNOLOGY CENTER.

SUBJECT: ① AUTOMATED CASE SUPPORT. *IMPLEMENTATION*

THE FOLLOWING ACS TRAINING SESSION IS SCHEDULED AT THE FBI ACADEMY, QUANTICO, VIRGINIA ON 4/18 - 21/95. THIS SESSION IS SCHEDULED FOR PAST MEMBERS OF THE CUSTOMER ADVISORY GROUP (CAG), FUTURE PARTICIPANTS IN USER ACCEPTANCE AND TRAINING DURING SUMMER, 1995 AND FILE SUPERVISORS FROM THE ABOVE LISTED OFFICES. PARTICIPANTS SHOULD BOOK THEIR FLIGHTS TO ARRIVE AT WASHINGTON NATIONAL AIRPORT BETWEEN 3:00 P.M. AND 6:00 P.M. ON 4/17/95 AND DEPART LATE 4/20/95 OR EARLY 4/21/95.

THE CORE GROUP OF THE OMAHA PILOT ARE ALSO INVITED TO ATTEND THIS ACS APPLICATIONS TRAINING AND WILL BE REQUIRED TO PARTICIPATE IN TESTING OF APPLICATIONS DURING THE MONTH OF MAY. ALL DETAILS REGARDING TESTING AND THE OMAHA PILOT WILL BE PROVIDED DURING THE QUANTICO SESSIONS.

THE PHOENIX AND BUTTE FIELD OFFICES ARE ALLOTTED TRAINING SLOTS FOR THEIR FILE SUPERVISOR AND ONE COMPUTER SPECIALIST.

CLASS HOURS WILL BE MONDAY THROUGH THURSDAY, 8:00 A.M. - 4:30 P.M. A CLASS GREETER WILL BE PRESENT AT THE FBI ACADEMY ON

DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

^PAGE 3 UNCLAS E F T O

MONDAY 4/17/95 BETWEEN 6:00 P.M. AND 8:00 P.M. ON 4/18/95

ATTENDEES ARE TO MEET IN BUILDING 9 (DINING ROOM BUILDING) LOUNGE

\ AREA AT 8:00 A.M. FOR AN ESCORT TO THE CLASSROOM. UPON ARRIVAL

AT QUANTICO, REQUEST CLASS "REGIONAL CENTER ADPT PLANNING. ALL

EXPENSES WILL BE COVERED BY QUANTICO. PARTICIPANTS ARE REQUESTED

TO TELEPHONICALLY CONTACT [REDACTED] ON EXTENSION 5523 OR

[REDACTED] ON EXTENSION 5058 AT FBIHQ.

BT

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

^PAGE 3 UNCLAS E F T O

MONDAY 4/17/95 BETWEEN 6:00 P.M. AND 8:00 P.M. ON 4/18/95
ATTENDEES ARE TO MEET IN BUILDING 9 (DINING ROOM BUILDING) LOUNGE
AREA AT 8:00 A.M. FOR AN ESCORT TO THE CLASSROOM. UPON ARRIVAL
AT QUANTICO, REQUEST CLASS "REGIONAL CENTER ADPT PLANNING. ALL
EXPENSES WILL BE COVERED BY QUANTICO. THE TRAVEL REQUEST NUMBER
FOR THIS TRAINING IS [REDACTED] PARTICIPANTS ARE REQUESTED
TO TELEPHONICALLY CONTACT [REDACTED] ON EXTENSION 5523 OR
[REDACTED] ON EXTENSION 5058 AT FBIHQ.

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BT

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

PAGE 4

Drafted By: (4) Room/TL #: 8391 Phone No: 5058

COPY DESIGNATIONS:

1 - RM. 5328

1 - RM. 8391

1 - RM. 8475

1 - 66F-HQ-106-2745

b6
b7C

Memorandum



35

Dep. Dir. _____
 Chief of _____
 Staff _____
 Off. of Gen. _____
 Counsel _____
 Asst. Dir.: _____
 Crim. Inv. _____
 CJIS _____
 Finance _____
 Info. Res. _____
 Insp. _____ b6
 Lab. _____ b7C
 National Sec. _____
 Personnel _____
 Training _____
 Off. of EEOA _____
 Off. of Public _____
 & Cong. Affs. _____
 Director's Office _____

To : [Redacted] Date 4/13/95

From : [Redacted]

Subject : AUTOMATED CASE SUPPORT SYSTEM (ACS)
IMPLEMENTATION

Reference is made to the airtel dated 02/02/95, captioned "Investigative Information Services Program Automated Case Support," wherein details of the ACS implementation was provided.

PURPOSE: To provide information regarding the implementation of the ACS System in the Personnel Division (PD).

RECOMMENDATION: That the Information Resources Division (IRD), provide computers from the FBI Commercial Intelligent Workstation (CIWS) allocation.

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66F-HQ-1078703-10

APPROVED:

Crim. Inv. _____	Info. Res. _____	Training _____
Crim. Jus. Info. _____	Inspection _____	Office of EEO _____
Servs. _____	Laboratory _____	Affairs _____
Director _____	Finance _____	National Sec. _____
Deputy Director _____	Gen. Counsel _____	Personnel _____
		Office of Public & Cong. Affairs _____

Enclosure

ENCLOSURE

- 1 - Mr. Baugh
 (Attn: Mr. Zacrep)
- 1 - [Redacted] room 6012
- 1 - [Redacted] room 6646
- 1 - [Redacted] room 6050
- 1 - [Redacted] room 1B875
- 1 - [Redacted] room 4981
- 1 - [Redacted] room 6050
- 1 - [Redacted] (detached)
- 1 - [Redacted] (detached)

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b7C

(10)

(CONTINUED-OVER)

3/

Memorandum from [redacted] to [redacted] dated 04/13/95
Re: Automated Case Support System (ACS)
Implementation

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DETAILS: The IRD, in conjunction with the Criminal Investigative Division and the National Security Division, is in the process of implementing the ACS System. Implementation of the ACS is scheduled for 09/05/95.

The ACS System requires [redacted]

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The PD currently has WPO version 3.1 installed throughout the division. Implementation of ACS will require upgrading all PD computers to WPO 4.0 prior to 09/05/95.

IRD has advised that implementation of the ACS System is requiring the swap-out of all of the old [redacted] computers. These terminals do not currently support all functions in the PD. IRD is funding the swap-out for the field offices, but no funding is available for FBIHQ locations. The PD has approximately [redacted] systems. These computers will have to be swapped-out to fully implement ACS in the PD.

b7E

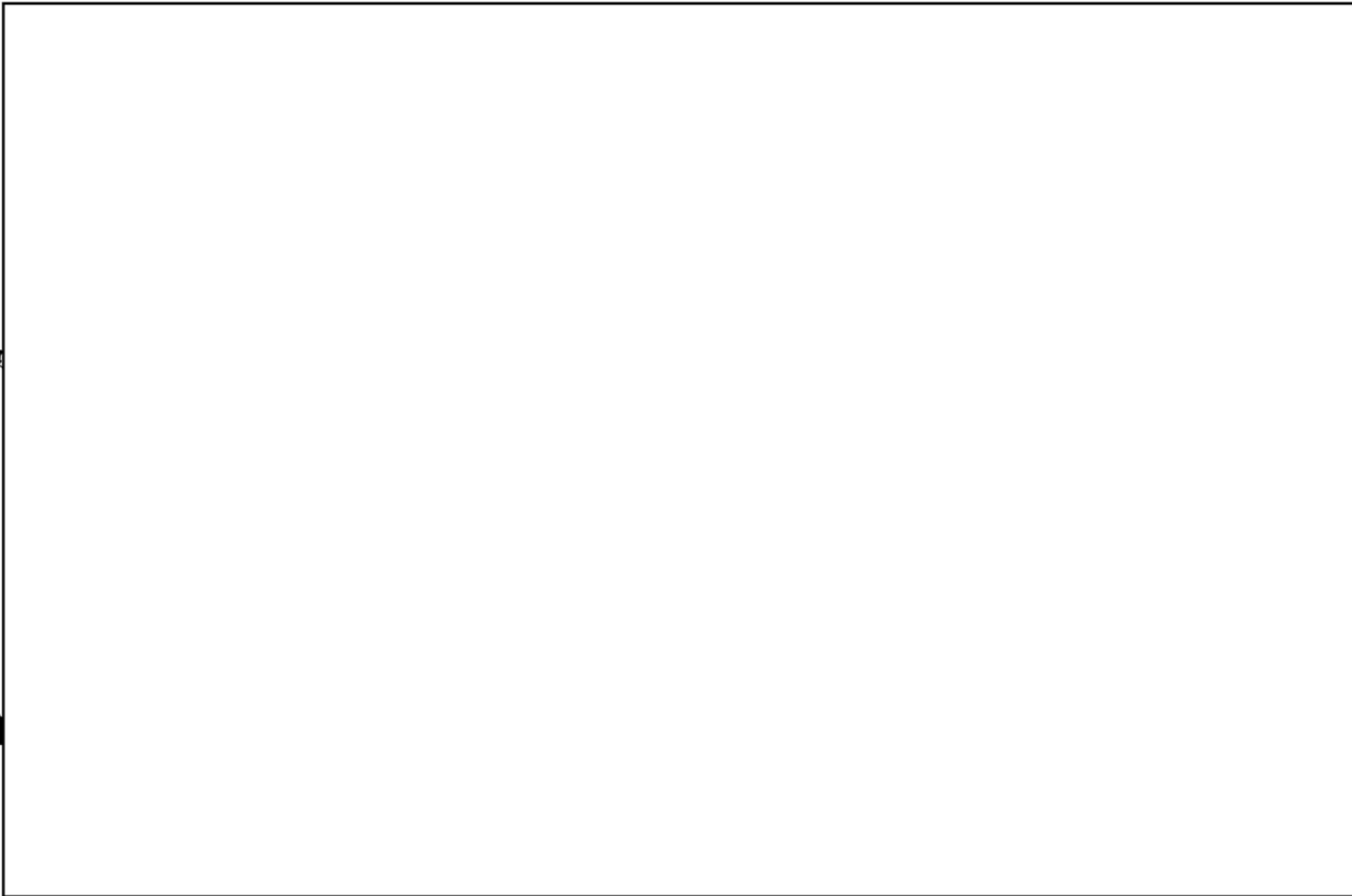
In addition to the computers that require swapping-out, the PD has [redacted] printers that need to be swapped-out. As of 10/01/95, these printers will no longer be covered for maintenance under the [redacted]

The PD will be able to utilize some equipment that will be replaced in the applicant units from 1994 - 1995 ADP equipment funds. Approximately 22 computers and 23 printers will be available to swap-out some [redacted] in other areas of the PD. This will commit all of the 1994 - 1995 ADP equipment funding allocated for the Background Investigation Contract Service program.

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To swap-out the remaining [redacted] equipment will require approximately [redacted]

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Memorandum



489
 Dep. Dir. _____
 Chief of _____
 Staff _____
 Off. of Gen. _____
 Counsel _____
 Asst. Dir.: _____
 Crim. Inv. _____
 CJIS _____
 Finance _____
 Info. Res. _____
 Insp. _____ b6
 Lab. _____ b7C
 National Sec. _____
 Personnel _____
 Training _____
 Off. of EEOA _____
 Off. of Public _____
 & Cong. Affs. _____
 Director's Office _____

To : Mr. Bratton

Date 4/26/95

From :

Subject : SUPPORT FOR TECHNICAL ARCHITECTURE EVALUATION OF ACS

Automated Case Support Implementation

PURPOSE: To request that the individuals named below be made available to the Technical Architecture Management team for interviews about the Automated Case Support implementation.

RECOMMENDATION: That the named individuals or other appropriate personnel participate in the Technical Architecture Management interviews.

APPROVED:

Crim. Inv. _____ Info. Res. _____
 Crim. Jus. Info. _____ Inspection _____ Office of EEO
 Servs. _____ Laboratory _____ Affairs _____
 Director _____ Finance _____ National Sec. _____ Office of Public &
 Deputy Director _____ Gen. Counsel _____ Personnel _____ Cong. Affairs _____

b6
 b7C

66F-HQ-1078703

- 1 - Mr. Bratton, Rm. 5845
- 1 - Mr. Zarep, Rm. 1334
- 1 - [redacted] Rm. 5634
- 1 - [redacted] Rm. 1348
- 1 - [redacted] Rm. 6421
- 3 - [redacted] Rm. 5332
- (Attn: [redacted] Rm. 8391)
- (Attn: [redacted] Rm. 1B054)
- 1 - [redacted] Rm. 1B475
- 1 - [redacted] Rm. 1334
- (Attn: [redacted] Rm. 1334)
- 1 - [redacted] Rm. 1714
- (Attn: [redacted] Rm. 1997)
- 2 - [redacted] Rm. 8391
- (Attn: [redacted] Vermont Ave.)
- (Attn: [redacted] Vermont Ave.)
- 1 - [redacted] NERCSC
- (Attn: [redacted] NERCSC)
- 2 - [redacted] WRCSC
- (Attn: [redacted] WRCSC)
- (Attn: [redacted] WRCSC)
- [redacted] (18)

66F-HQ-1078703-11

b6
 b7C

Memorandum from [redacted] to Mr. Bratton, dated 4/26/95
Re: SUPPORT FOR TECHNICAL ARCHITECTURE EVALUATION OF ACS

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DETAILS: The Technical Architecture Management Project (TAM) has been tasked with identifying any major technical issues with the Automated Case Support (ACS) application that would preclude its FBI-wide dissemination. To accomplish this goal TAM will be conducting interviews in the areas given below. The named individuals in each area have been identified as having the requisite knowledge. If they are unavailable it is requested that the appropriate Unit Chief provide another person.



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b7E

DATE: 4/7/95

TO: ALL SACS
ALL LEGATS
RCA, NERCSC
RCA, WRCSC
Butte Information Technology Center (BITC)
Savannah Information Technology Center (SITC)
El Paso Intelligence Center (EPIC)
National Drug Intelligence Center (NDIC)

POLICY
Implementation

The Information Resources Division (IRD) is continuing efforts to provide application software necessary to support criminal and intelligence investigations through the development and implementation of ACS and the IISP.

ENCLOSURE

1 - [REDACTED] Room 7142
1 - Each Assistant Director

66F-HQ-1078703-12

APR 11 1995

1 - Legat Support Group, Room 5991
1 - Mr. Bratton, Room 5845
1 - [REDACTED] Room 5634
1 - [REDACTED] Room 5336D
1 - [REDACTED] Room 5849
1 - [REDACTED] ERF
1 - [REDACTED] Room 6296
1 - Mr. Zacrep, Room 1334
1 - [REDACTED] Room 1358
1 - [REDACTED] Room 1334
1 - [REDACTED] Room 1B054
1 - [REDACTED] Room 5336F

b6
b7C

Deputy Director

Crim. Inv. _____	Laboratory _____	Off. of EEO _____
Crim. Jus. Info. _____	Legal Counsel _____	Affairs _____
Servs. _____	National Sec. _____	Off. of Public _____
Finance _____	Personnel _____	& Cong. Affs. _____
Info. Res. _____	Training _____	
Inspection _____		

FBI/DOJ

Airtel to All SACs, LEGATS, NERCSC, WRCSC, BITC, SITC, EPIC, NDIC,
dated 4/7/95

Re: Investigative Information Services Program (IISP)
Automated Case Support (ACS)
Electronic Mail (E-Mail) Policy
67-HQ-1078703

The IISP defined the required office automation components for the ACS. Included within these defined components is WordPerfect Office (WPO) software.

The WPO software currently being utilized by the FBI includes an E-Mail function that will initially be used to move documents within each FBIHQ and Field Office Division. Subsequently, E-Mail will be used to transfer mail between Field Offices and FBIHQ. The intended use of the E-Mail application is to provide an electronic communications standard for the FBI. In the first phase, WPO will be installed in each Field Office as an intraoffice communication facility, which will permit messaging to all Resident Agencies networked to the Headquarters city. In the second phase, interoffice capabilities will be implemented and the application will provide a means to transmit Federal record business messages, notes, and documents between FBI locations within the limits of the established network. This policy will apply to the Phase I WPO intraoffice implementation. Phase I policy covers the use of WPO E-Mail to send messages and transmit draft documents between office workstations in the FBI, without change in existing FBI document handling policy or procedure.

Enclosed for each office is two copies of the established Phase I E-Mail policy. Any questions concerning this matter should be directed to the Field Services Information Unit, Field Information Support Section, IRD, Extension 4844.

No manual changes are necessary.

667-11, 10/2 11. 12

ENCLOSURE

372

INFORMATION COMMUNICATION

Date: 04/27/95

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TO: INFORMATION RESOURCES DIVISION
ADMINISTRATIVE AUTOMATIC SECTION
ATTN: SECTION CHIEF, ON ZACREP, ROOM 1334
(Encl. 1/1) (City)

FROM: MILWAUKEE
SAC MICHAEL J. SANTIMAN

POINT OF CONTACT: AO [REDACTED]

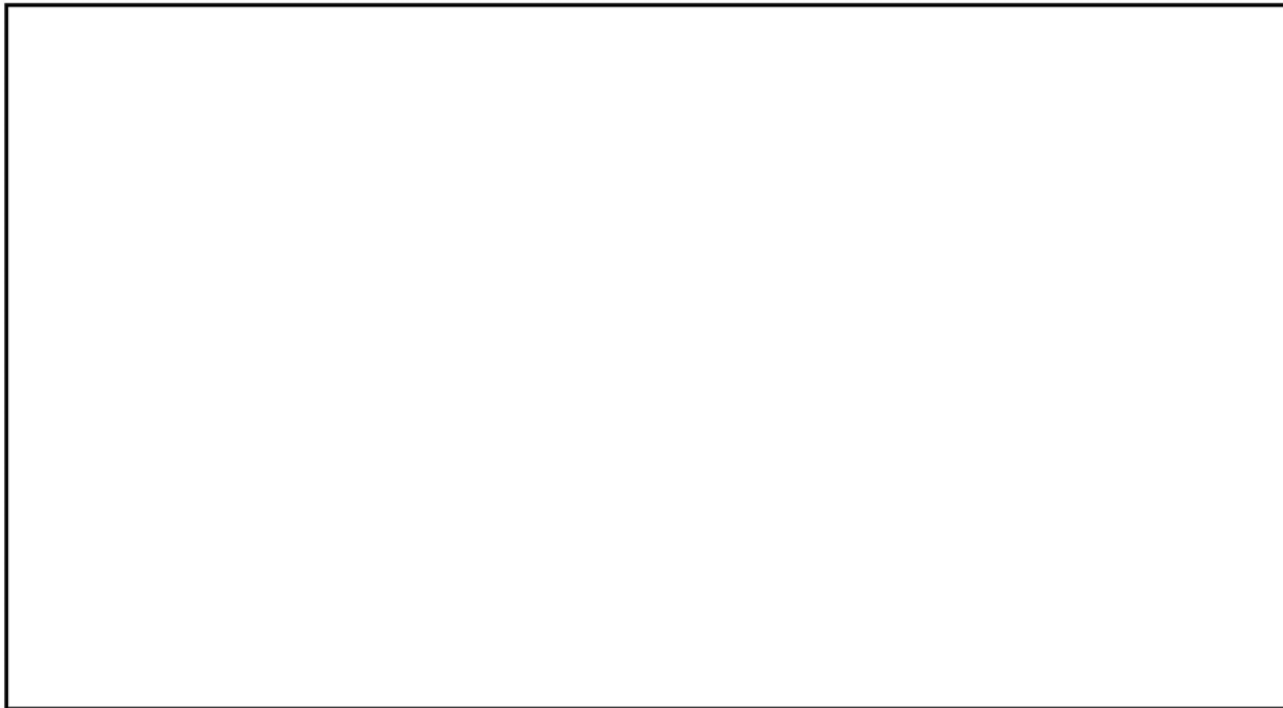
TITLE: AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION MATTERS
BUDED: 5/1/95

Automated Case Support Implementation

Enclosures: One ICM security access listing.

PURPOSE(S): To provide FBIHQ with a status report for ACS pre-implementation checklist items as well as provide the ICM security access listing for Milwaukee Division personnel.

DETAILS: Regarding pre-implementation review checklist items on page 21 of the ACS Pre-implementation Review Guide:



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(CONTINUED)

UCFN: MW 242-1
OTHER FILE #s: 66F-MW-1078703

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1 - File Copy
~~1 - Work Copy~~
[REDACTED] (5)

Rm 1334

04/27/95, Re: MW 242-1

b7E



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FBI

489

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/28/95

TO

: DIRECTOR, [redacted]
ATTENTION: [redacted]

ZACREP, ROOM 1334

: SAC, Denver [redacted] -1078703)

CT: AUTOMATED CASE SUPPORT (ACS) implementation
USER ACCESS LIST

Enclosed for the Automation Unit is the ACS User
Access List as requested by FBIHQ for the Denver Division.
Any questions please contact AO [redacted]

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66F-HQ-1078703 -14

② - Bureau (encl)
1 - Denver

(3)

Rm 1334

Approved: _____ Transmitted _____ Per _____
(Number) (Time)

489

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/27/95

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b7C

: DIRECTOR, FBI (66F-HQ-107
 ATTN: AUTOMATION SECTION

34

FROM : SAC, NEW HAVEN (242-5)

SUBJECT : AUTOMATED CASE SUPPORT
 PRE-IMPLEMENTATION REVIEW

RE: Miami ACS briefing to New Haven, et al,
 Session II.

Attached is the ICM Profile Sheet for the New Haven
 office divided into the following categories:

SAC/ASAC/SSA
 SA
 AO/MC/Other
 File Supervisor
 Rotor
 Evidence
 Secretary
 IA/FA
 Computer Specialist

66F-HQ-1078703-15

Questions can be directed to [redacted] 203-
 786-7064.

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1 - Bureau [redacted]
 2 - New Haven (1-242-1)
 (1-242-5)

(4)

Approved: _____ Transmitted _____ Per _____
 (Number) (Time)

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FBI

TRANSMIT VIA:

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☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/28/95

TO : DIRECTOR, FBI
ATTN: DON ZACREP, SECTION CHIEF,
ADMINISTRATIVE AUTOMATION SECTION,
ROOM [REDACTED]
FROM [REDACTED] SAC, NEW ORLEANS (66F-HQ-1078703)
SUBJECT: AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

This communication will confirm that all checklists associated with the Pre-Implementation Agreement have been completed.

66F-HQ-1078703-16

1 - Bureau
1 - New Orleans

(4)

Approved: _____ Transmitted _____ (Number) (Time) Per _____

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FBI

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TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/28/95

TO : DIRECTOR (66F-HQ-1078703)
 (ATTN: [REDACTED] N. ZACREP, SECTION
 [REDACTED] HAAS, ROOM 1334)

FROM [REDACTED] REGIONAL ADMINISTRATOR
 NORTHEASTERN NATIONAL COMPUTER
 SUPPORT CENTER (NERCSC)
 FORT MONMOUTH, NEW JERSEY

SUBJECT : AUTOMATED CASE SUPPORT
 PRE-IMPLEMENTATION REVIEW

The following is NERCSC's response to the Automated
 Case Support Pre-Implementation Review:

OFFICIAL
 BUNAME

POSITION
 TITLE

SSN

CRED#

ICM
 PROFILE

66F-HQ-1078703-17

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② - Bureau
 2 - NERCSC
 (1 - [REDACTED])

[REDACTED]
 (4)

1*

Approved: _____ Transmitted _____ Per _____
 (Number) (Time)

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FBI

489

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/27/95

TO : DIRECTOR, [REDACTED]
ATTN: GOR [REDACTED] CREP, SECTION CHIEF
HEADQUARTERS [REDACTED] MINISTRATIVE AUTOMATION SECTION
1334 [REDACTED]
FROM [REDACTED] SAN ANTONIO (242-1)

SUBJECT: [REDACTED] MATED CASE SUPPORT

Implementation

Enclosed is an ICM Security Access Profile and an
ECF/UNI Security Access Profile for the San Antonio Division.

66F-HQ-1078703-18

2 - Bureau (Enc. 2)
1 - San Antonio
[REDACTED]

(3)

1*

Approved: _____ Transmitted _____ Per _____
(Number) (Time)

b6
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b6
b7C



INFORMATION [redacted] COMMUNICATION

FROM: [redacted] MEMPHIS

CONT: [redacted]

Date: 05/01/95
BUDED: 05/01/95

b6
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② Automated Case
Support Preimple-
mentation matters

TO: DIRECTOR, FBI (Encl 1)
ADMINISTRATIVE AUTOMATION S
ATTN: SECTION CHIEF GORDON [redacted] P, ROOM 1334

TITLE: ACS PRE-IMPLEMENTATION REVIEW
ACCESS REQUEST

ENCL: Listing of Memphis Division personnel and required
access for same.

66F-HQ-1078703-19

1 - File [redacted] HQ-1078703
~~1 - Working Copy~~
[redacted] (4)

b6
b7C

FBI

TRANSMIT VIA:

- ☐ Teletype
- ☐ Facsimile
- ☒ AIRTEL

PRECEDENCE:

- ☐ Immediate
- ☐ Priority
- ☐ Routine

CLASSIFICATION:

- ☐ TOP SECRET
- ☐ SECRET
- ☐ CONFIDENTIAL
- ☐ UNCLAS E F T O
- ☐ UNCLAS

Date 4/24/95

TO : DIRECTOR, [redacted]
ATTN: ADM [redacted] AUTOMATION SECTION,
CHIEF GORDON (REP, ROOM 1334)
FROM : [redacted] DIC, NEW YORK (66F-HQ-1078703)
SUBJ: AUTOMATED SUPPORT
RE-IMPLEMENTATION REVIEW

Records Audit and Conversion Matters Check List

[Large empty rectangular box for check list content]

2 - Bureau
1 - New York

[redacted]
(4)

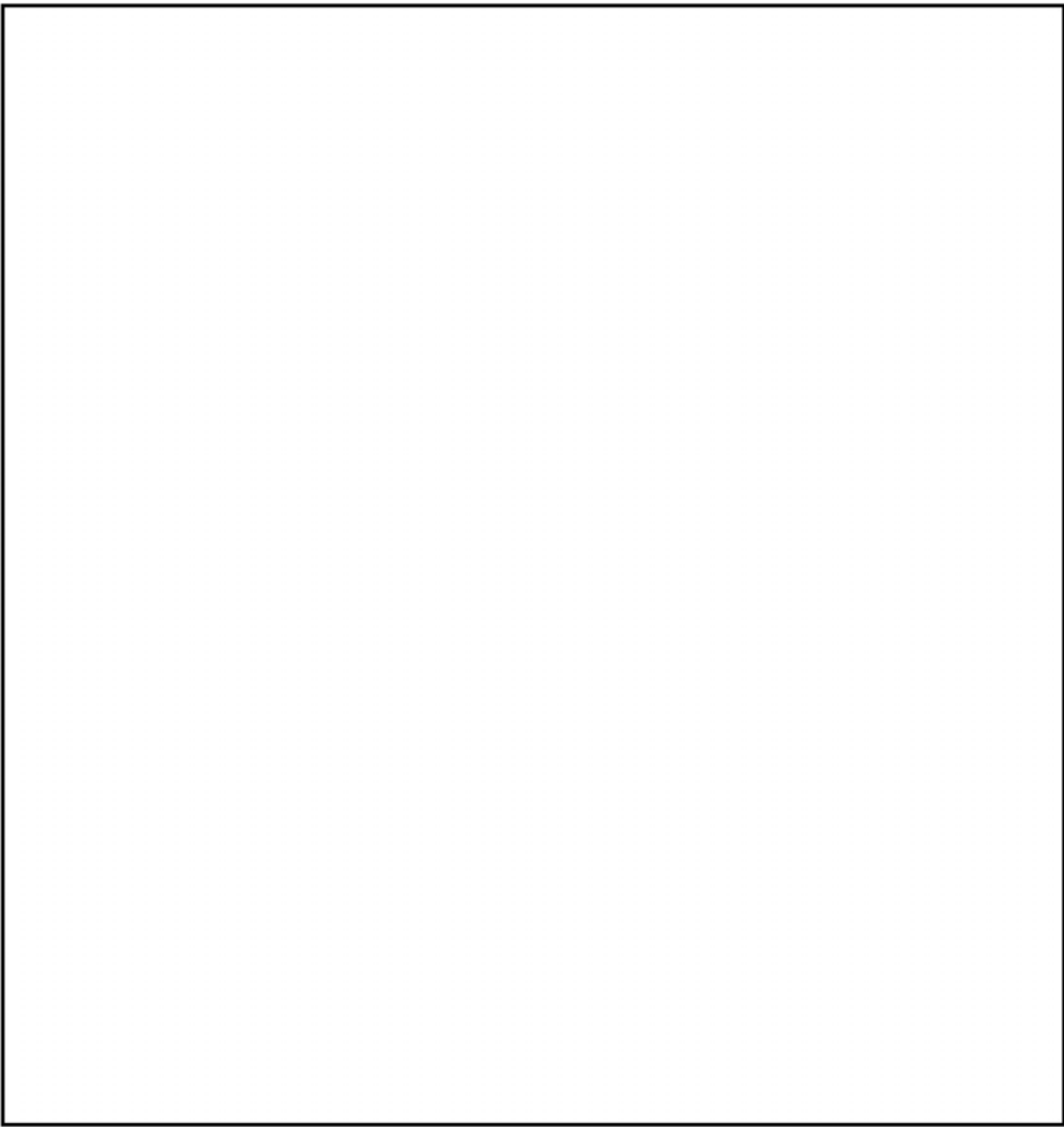
66F-HQ-1078703-20

Approved: _____ Transmitted _____ Per _____
(Number) (Time)

Security Access Audit Check List

- User security access data is current.
- ACS Access list is attached for all NYO employees. All those individuals whose credential numbers are followed by an asterisk do not have a current FOIMS signon.

Set out below are special accesses to specific protected case classifications:



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b7D
b7E

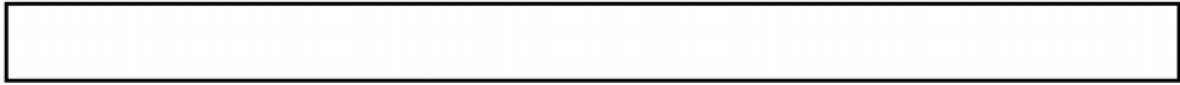
As additions and/or modifications are needed to this security access list, they will be forwarded to FBIHQ as soon as possible.

Technical Evaluation Audit Check List

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b7E

It is anticipated that

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Any questions or problems regarding this Checklist
should be directed to  MIS, x2775.

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FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/28/95

TO : DIRECTOR FBI (66F-HQ-1078703)
(ATTN: HEADQUARTERS ADMINISTRATIVE
AUTOMATION SECTION, SECTION CHIEF
GPO ACREP, RM 1334)

FROM : SAC, SALT LAKE CITY (66F-HQ-1078703)

SUBJECT : AC PRE-IMPLEMENTATION REVIEW

Enclosed for the Bureau is the ICM Security Access
list for the Salt Lake City Division.

Attachment

2 - Bureau
1 - Salt Lake City

(3)

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Approved: _____ Transmitted _____ Per _____
(Number) (Time)

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/22/95

TO : DIRECTOR, FBI (66F-HQ-1078703)
 ATTENTION: HEADQUARTERS ADMINISTRATIVE AUTOMATION
 SECTION, SSA ZACREP, ROOM 1334
 FROM [REDACTED] JACKSON (66F-HQ-107
 SUBJECT : AUTOMATED CASE SUPPORT
 PRE-IMPLEMENTATION REVIEW

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Re Automated Case Support Pre-Implementation Review instruction booklet given Administrative Officers and Computer Specialists in Miami March, 1995.

All instructions set forth in referenced booklet have been reviewed and necessary action has been taken or will be taken.

A summary of items on the checklist which were to be addressed by each division is set forth below:

While this office has been unable to address file destruction in the recent past due to an inadequate number of support employees, two summer hires have been authorized and will be assigned to assist Jackson employees in bringing the destruction program (automated records) to a current status. This project will commence the first week in June, 1995, with the intent that it will be current prior to 9/5/95.

The exception reports furnished at the March, 1995, meeting have been reviewed and are presently being addressed.

2 - Bureau
 1 - Jackson

[REDACTED]

(3)

[REDACTED]

[REDACTED]

b6
b7C

Approved: _____ Transmitted _____ (Number) (Time) Per _____

Jackson is in the process of reorganizing squads and will furnish FBIHQ with changes in squad responsibility so that the Tables application can be brought up to date. The Tables application provides information regarding squad responsibilities while the Automated Time Capture (ATC) table contains only the name and squad number; the information in the Tables application is more beneficial to another division attempting to direct work to the Jackson Division. The information in the Tables application should be transferred to the ATC, however, the listings in the ATC reflecting the RA number and a second listing reflecting the RA number and squad to which it is assigned should be maintained in order to print Time Capture reports pertaining to the entire squad (including the RAs assigned to it) or the squad and RAs individually.

All ticklers placed in the FOIMS Tickler application have been reviewed; none are current. It will not be necessary for FBIHQ to convert the existing ticklers.

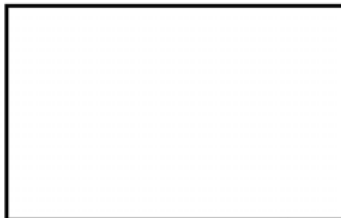
Security access profiles for current users are being furnished by separate communication to the Security Section.

[redacted]
[redacted] The new software has been loaded on the majority of terminals in the office; all terminals will be updated by 5/15/95.

WordPerfect Office (WPO) has not been made available to general users as yet. Ten terminals have been placed in the training room, WPO has been loaded on these terminals and training in WPO is scheduled for 5/1 - 5/95.

b7E

On-line printers to be used in resolving silent hits are:



Hardware configuration, squad schematics and Resident Agency data will be furnished when the swap out of terminals is completed, new software is loaded and WPO is installed and functional.

66F-HQ-1078703

All physical files for the Jackson Division are located in headquarters city.

ITC Savannah, ITC Butte, CSRC Pocatello and Ft. Monmouth have provided work assistance for this office and each facility is currently involved in the actual support of the division or preparing to assist this division.

Jackson has nine resident agencies and an off-site radio shop; each facility will require terminal(s) with removable hard drives to comply with current security requirements. Insofar as we are aware at this time, [REDACTED]

b7E

[REDACTED]

This division uses a [REDACTED]

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/27/95

TO : DIRECTOR, FBI (ATTN: MR. [redacted] Q-1078703)
 ACREP, ROOM 1334)

FROM : SAC, SPRINGFIELD (ATTN: [redacted] 2-1 SUB E)

SUBJECT : INVESTIGATIVE SERVICES PROGRAM
AUTOMATED CARD RT Preimplementation Review

Re Buairtel to All SACs, 2/2/95, captioned as above.

Enclosed are three copies of the Springfield Division ACS Access Request list. Also enclosed are two copies of the Field Division Check List re Records Audit and Conversion Matters.

66F-HQ-1078703-23

② Bureau (66F-HQ-1078703) (Enc. [redacted])
 2 - Springfield (1:242-1 SUB E) (1:242-1 SUB A)

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FBI

TRANSMIT VIA:

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☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/2/95

TO : FBIHQ (66F-HQ [redacted]) OM 1334
ATTN: GORDON [redacted]
FROM : SAC, Cleveland [redacted] (SUB E)
SUBJECT : AUTOMATED CASE SUPPORT (ACS) IMPLEMENTATION
INVESTIGATIVE CASE MANAGEMENT (ICM)
SECURITY ACCESS LIST

Attached is the security access list from CV
Division for ICM.

Please contact CV should additional information be
needed.

66F-HQ-1078703-24

[redacted]
(2)

Approved: [redacted]

Number)

(Time)

Per [redacted]

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☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/1/95

[redacted] : DIRECTOR, FBI (78703)
 FROM : SAC, NEW HAVEN
 SUBJECT : AUTOMATED CASE
 PRE-IMPLEMENTATION
 UPDATE

RE: NH airtel to HQ, 4/27/95.

NH has one correction in access:

access: [redacted] from AO access to SAC/SSA
 In addition to SAC/SSA access
 SAS [redacted] has access to BPMS.

Questions can be directed to [redacted] 203-
 786-7064.

1
 ② - Bureau
 2 - New Haven (1-242-1)
 (1-242-5)

[redacted]
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 (Number) (Time)

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/28/95

TO : DIRECTOR, FBI (66 [redacted] 703)
ATTN: CHIEF GORD [redacted], ROOM 1334
HEADQUARTERS ADMINISTRATIVE AUTOMATION
SECTION

FROM : SAC, LITTLE ROCK [redacted] (6F-HQ-1078703)

SUBJECT : AUTOMATED CASE SUPPORT (ACS)
PRE-IMPLEMENTATION REVIEW

In response to the ACS Pre-Implementation review and field office checklists the following information is being submitted.

1. Exception reports for conversion of existing automated records are being handled to correct record areas for existing automated records.

2. Little Rock desires to continue using the Tickler system and requests that the FOIMS Tickler Application be converted into the Tickler component of the ICM when it is available.

3. Enclosed is a FIELD OFFICE/RA/SQUADS table which reflects the Little Rock division squads, cost codes and correct program responsibilities which can be used by headquarters programming personnel to update information in the current FOIMS Table Application under FIELD OFFICE/RA/SQUAD and the ATC application to make them compatible.

② - Bureau (Encl [redacted])
2 - Little Rock
[redacted]

(4)

66F-HQ-1078703-26

Approved: [redacted]

Transmitted

(Number) (Time)

Per [redacted]

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4. With regard to the file destruction program, Little Rock continues to destroy files and records as time and personnel resources permit.

5. The ICM SECURITY ACCESS AUDIT and the TECHNICAL EVALUATION field division check lists have been assigned to the Little Rock Computer Specialist and they will be submitted as soon as they are completed.

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/22/95

TO : DIRECTOR, FBI (66F-) (3)
 ATTENTION: ACCESS ADMINISTRATOR,
 ROOM 1 53

FROM [] JACKSON (66F-)

SUBJECT : ① AUTOMATED CASE SUPPORT (ACS)
 PRE-IMPLEMENTATION REVIEW

Reference is made to the ACS Pre-Implementation booklet presented to Administrative Officers and Computer Specialists at the March, 1995, seminars. This booklet contained instructions that a communication was to be forwarded to FBIHQ by 5/1/95 reflecting access profiles necessary for current FOIMS users at the time of the conversion to ACS. Set forth below is a list of current users, their current position, and the user profile needed for the conversion:

NAME	POSITION	SECURITY ACCESS PROFILE(S) NEEDED
[]		

② - Bureau
 2 - Jackson
 (1 - 242-2-SF)

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66F-HQ-108703

NAME

POSITION

SECURITY ACCESS
PROFILE(S) NEEDED

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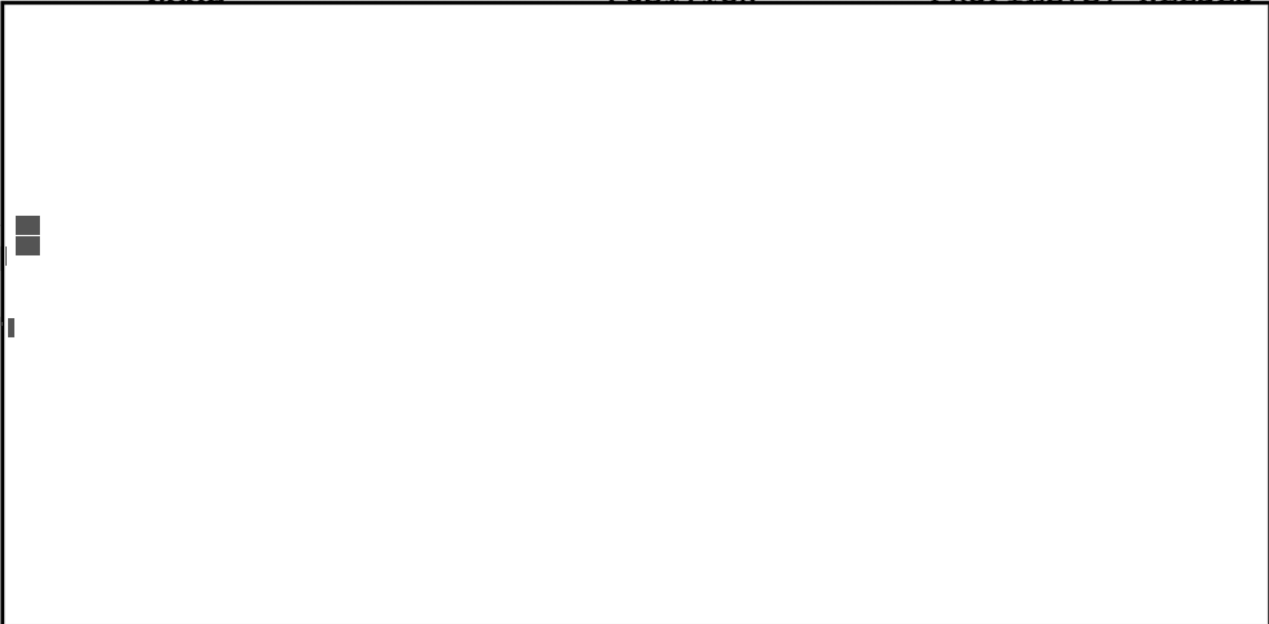
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66F-HQ-1078703

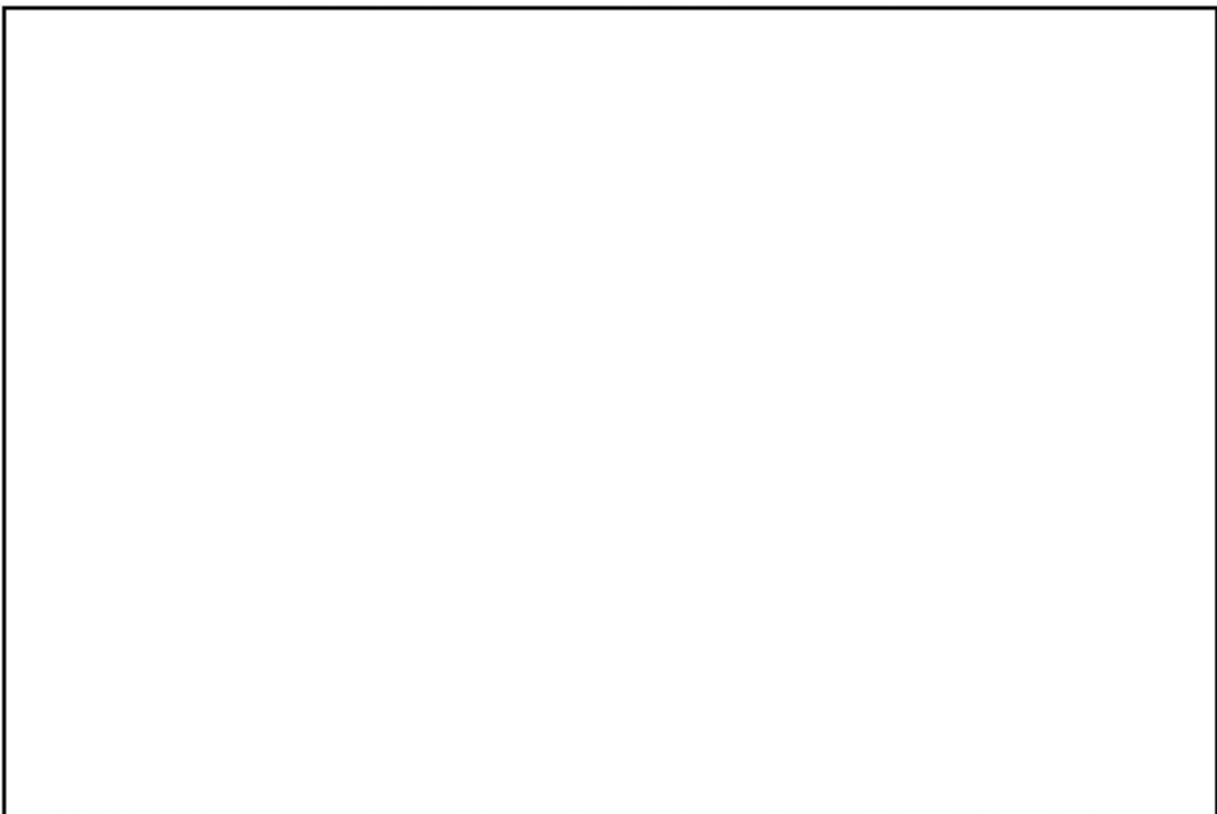
<u>NAME</u>	<u>POSITION</u>	<u>SECURITY ACCESS PROFILE(S) NEEDED</u>

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66F-HQ-1078703

NAME	POSITION	SECURITY ACCESS PROFILE(S) NEEDED
		

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66F-JN-1078703

<u>NAME</u>	<u>POSITION</u>	<u>SECURITY ACCESS PROFILE(S) NEEDED</u>

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66F-HQ-1078703

<u>NAME</u>	<u>POSITION</u>	<u>SECURITY ACCESS PROFILE(S) NEEDED</u>

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Jackson has a small support staff, therefore, in many instances the profiles requested for the position exceed that normally assigned to the position. Most Jackson support employees perform a variety of duties; many are backups to other positions or have duties of positions other than the one to which they are assigned as their position of record does not require their full time.

FBI

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☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/28/95

TO : DIRECTOR, FBI (66F-HQ-1078)
 ATTN: ADMINISTRATIVE AND SECTION,
 SECTION CHIEF GOR, ROOM 1334

SAC, CHARLOTTE (66

SECURITY ACCESS FOR ICM
 ACS MATTERS
 CHARLOTTE DIVISION

PREIMPLEMENTATION REVIEW

The following is the ICM and special access list for the Charlotte Division:

CRED#	NAME	TITLE	ACCESS
-------	------	-------	--------

--	--	--	--

2 - Bureau
 1 - Charlotte

Approved: (4)

Transmitted

(Number) (Time)

Per

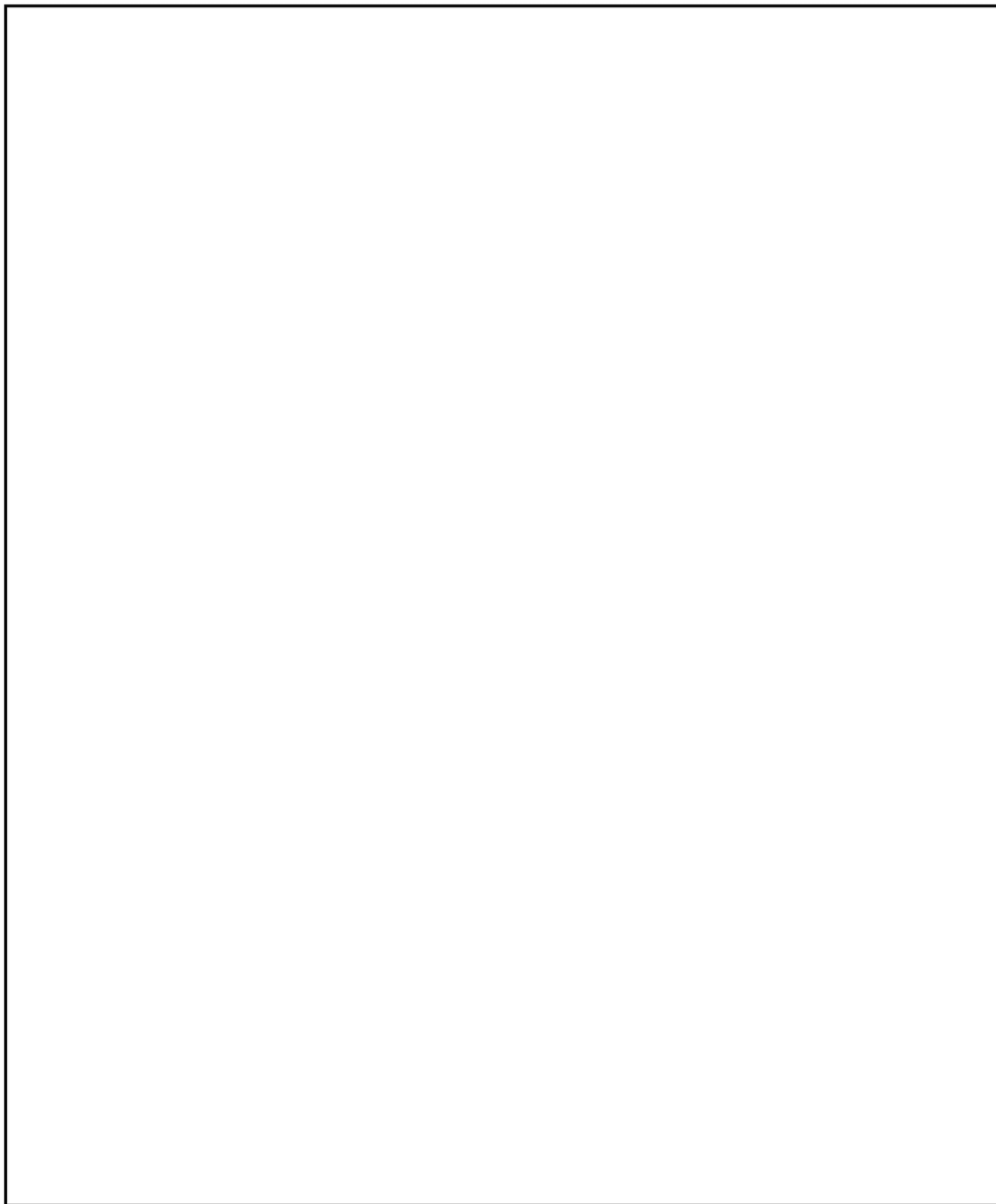
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66F-HQ-1078703

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66F-HQ-1078703



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66F-HQ-1078703

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b7C
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66F-HQ-1078703

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b7C
b7E

66F-HQ-1078703

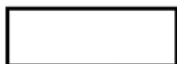
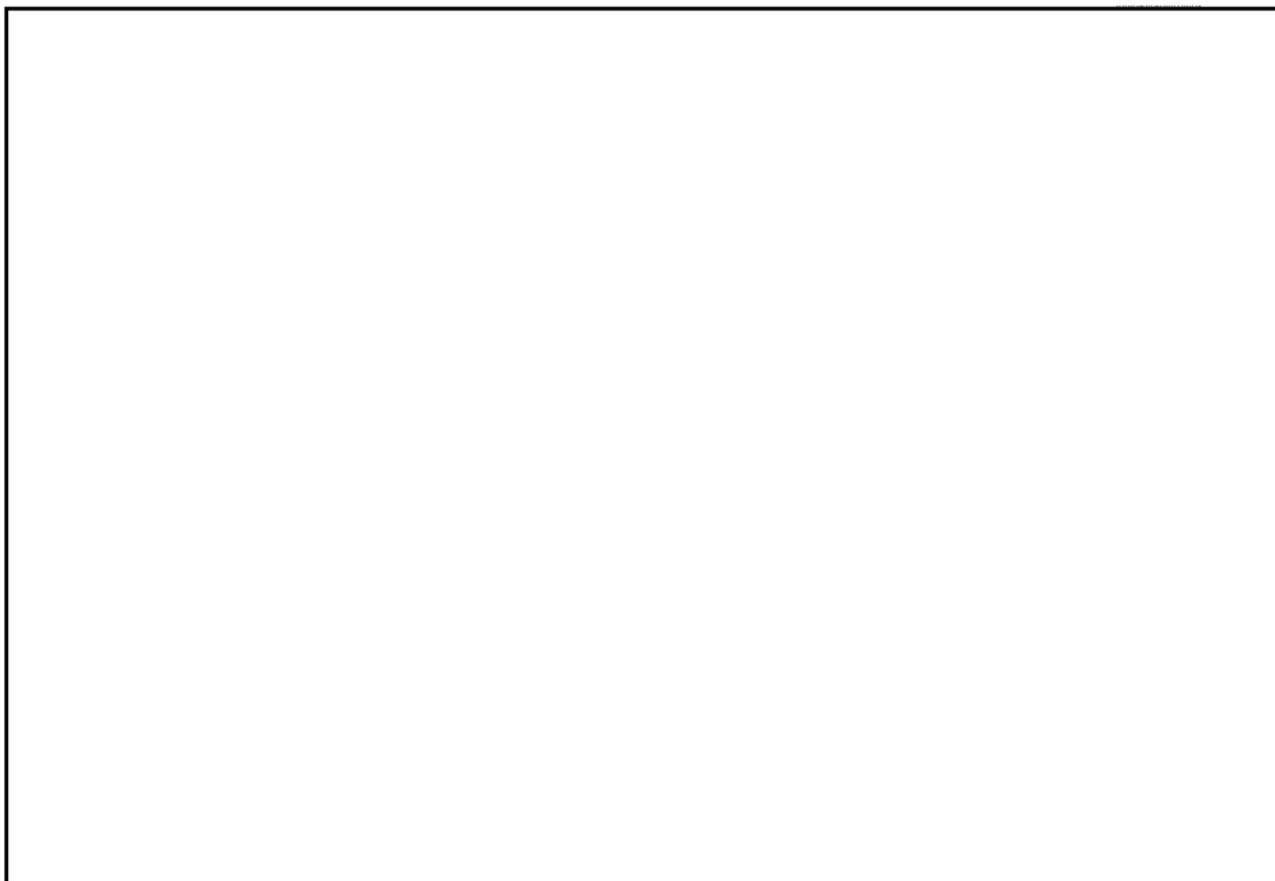
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66F-HQ-1078703

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Questions regarding the above list may be directed to ISA/CS



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FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/27/95

TO : DIRECTOR, FBI (6 [redacted] 78703)
 ATTN: GORDON Z [redacted] SECTION CHIEF
 ADMINISTRATION AUTOMATION SECTION
 ROOM 133

FROM: SAC, PORTLAND (2 [redacted] 245)
 SUBJECT: AUTOMATED CASE MANAGEMENT SYSTEM (ACS)

SUPPORT IMPLEMENTATION

Enclosed for FBIHQ are the following:

Security Access Requests for each Portland Division
 Employee [redacted]
 Pre-implementation Review Checklist for Records
 Audit and Conversion Matters
 Pre-implementation Review Checklist for Security
 Access Audit
 Pre-implementation Review Checklist for
 Technical Evaluation
 Matrix re FOIMS Tables/ATC Squad abbreviations

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2-Bureau (Enc 126)
 1-Portland

(3)

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FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/27/95

TO : DIRECTOR, FBI (66F-HQ-1078703) (P)
(ATTN: ADMINISTRATIVE INFORMATION SECTION
CHIEF GORDON P, ROOM 1334)

FROM [REDACTED] BOSTON (242-1) (P)

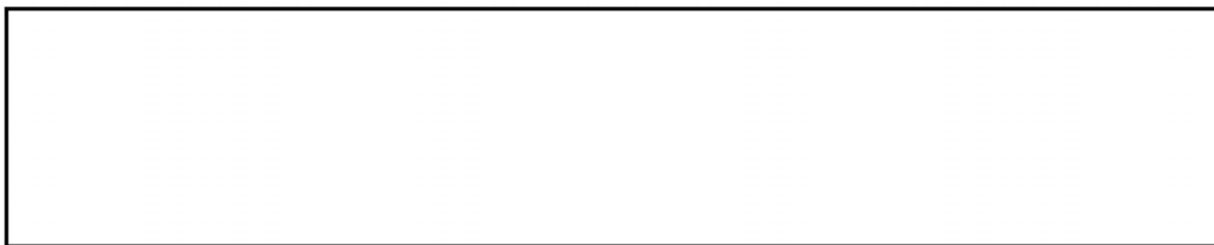
SUBJECT : AUTOMATED CASE SUPPORT (P)
PRE-IMPLEMENTATION PLANNING
BOSTON DIVISION

Re Pre-implementation Review and Field Office
checklists provided during Automated Case Support (ACS)
Conference in Miami during March 1995.

Boston has identified the following individuals as
the Core Group to receive initial ACS training:

Technical Evaluation

66F-HQ-1078703-30



1
③ - Bureau
2 - Boston

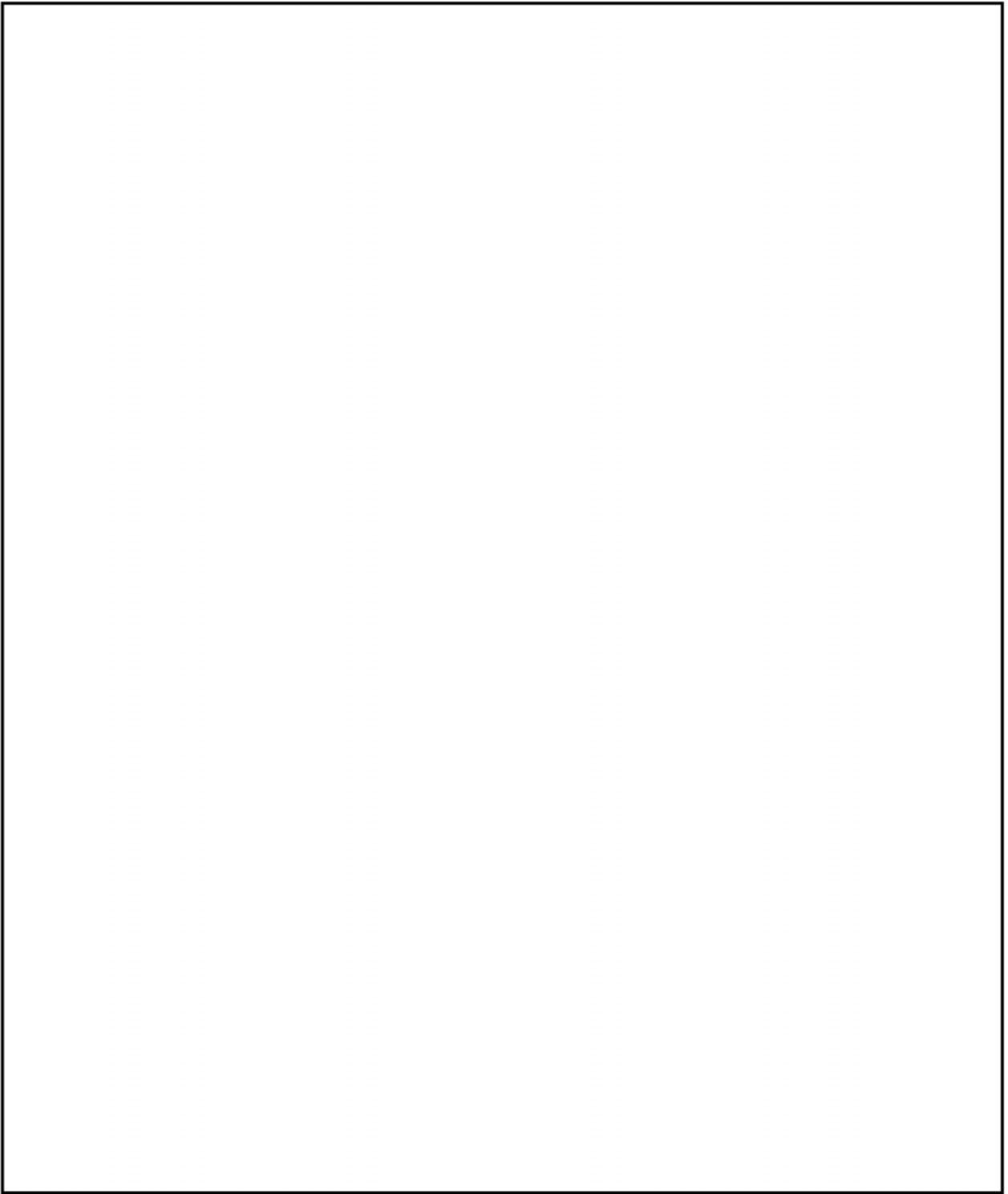
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Attached is a listing of the Current Natural
Connection Users.

CURRENT NATURAL CONNECTION USERS

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The following is a listing of the anticipated New Natural Connection Users. Natural Connection has not been installed on the terminals utilized by these individuals at the current time:

FBI

TRANSMIT VIA:

☐ Teletype
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☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/28/95

TO : DIRECTOR, [REDACTED] HQ-1078703)
ATTN: ADM [REDACTED] E AUTOMATION SECTION
CHIEF GOR [REDACTED], ROOM 1334

FROM : SAC, LOU [REDACTED]

SUBJECT : AUTOMATIC REPORT (ACS)
PRE-IMPLE PLANNING
LOUISVILLE

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b7c

Re pre-implementation review during ACS conference in Miami during March, 1995.

Attached is a listing of the ICM Security Access requirements for the Louisville Division.

The numbers in the ICM access column indicate

- (1) SAC/ASAC/SSA;
- (2) SA;
- (3) AO/OSM MC/Other;
- (4) Rotor;
- (5) ECT/AECT/ELSUR/FA;
- (6) Secretary;
- (7) IA/FA, etc.;
- (8) File Supv.;
- (9) CS/ISA.

66F HQ-1078703-31

1
② - Bureau (Enc. 1)
2 - Louisville

(4)

1*

Approved: _____ Transmitted _____ Per _____
(Number) (Time)

FBI

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PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/28/95

TO : DIRECTOR, [REDACTED]
(ATTN: HEADQUARTERS ADMINISTRATIVE AUTOMATION
SECTION [REDACTED] GORDON ZACREP, ROOM 1334)
FROM [REDACTED] KNOXVILLE (66F-HQ-1078703)
SUBJECT [REDACTED] AUTOMATED CASE SUPPORT
[REDACTED] IMPLEMENTATION REVIEW
ICM SECURITY ACCESS PROFILE

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Re Security Access Audit for Investigative Case Management.

Enclosed for the Bureau is a schedule of Knoxville Division employees listing their Bureau name, credential or badge number, Social Security number, position title, requested ICM security access and access level.

Referenced schedule is the result of discussions with Knoxville Division Supervisors and telcal on 4/27/95 between [REDACTED] Headquarters Administrative Automation Section and FA [REDACTED]. It is sorted according to the ICM Security Access category listed on the ICM Security Access Profile grid. Some Knoxville Division employees are listed more than once as they perform various position functions.

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66F-HQ-1078703-32

②- BUREAU [REDACTED]
(ATTN: Headquarters Administrative Automation Section,
Chief Gordon Zacrep, Room 1334)
KNOXVILLE
[REDACTED]

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Approved: _____ Transmitted _____ Per _____
(Number) (Time)

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☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/28/95

TO : DIRECTOR, FBI [redacted] HQ-1078703)
 (ATTN: GORDON [redacted], SECTION CHIEF,
 HEADQUARTERS, ADMINISTRATIVE
 AUTOMATED SECTION, ROOM 1334)

FROM [redacted], MOBILE (66 [redacted])

SUBJECT [redacted] OMATED CASE SUPPORT
 PRE-IMPLEMENTATION REVIEW

The attached checklists have been reviewed and handled by the Mobile Division.

All exception reports were handled and completed by File Supervisor [redacted]

The attached security access profiles were handled by Computer Specialist [redacted]

1
 ② - Bureau (attachments)
 1 - Mobile

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PRECEDENCE:

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☐ Priority
☐ Routine

CLASSIFICATION:

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☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 4/28/95

TO

: DIRECTOR, FBI

ATTENTION:

ROOM 5370

: SAC, Denver (66F-HQ-1078703)

T : ① AUTOMATED-CASE-SUPPORT (ACS)
ELECTRONIC CASE FILE (ECF) EXCEPTION REPORTS

IMPLEMENTATION

Enclosed for the Automation Unit are the ECF exception reports provided by FBIHQ to Denver. All corrective action has been noted on the enclosed reports. Any questions please contact AO [] or File Supervisor []

[]

66F-HQ-1078703-34

② - Bureau (encl)
1 - Denver

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(Number) (Time)

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PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/1/95

TO : DIRECTOR, FBI [redacted] Q-1078703)
ATTN: ADMINIS [redacted] AUTOMATION SECTION
CHIEF GORDON [redacted] ROOM 1334

FROM : SAC, MINNEAPO [redacted] 2-1 SUB C)

SUBJECT : ~~AUTOMATED~~-CAS [redacted] RT- (ACS);
PRE-IMPLEMENT [redacted] AGREEMENT
SECURITY ACCE [redacted] EST
MINNEAPOLIS DIVISION

Attached are the Security Access Requests for the Minneapolis Division in reference to the ACS implementation. If you have any questions, please contact CS [redacted] at 612-376-3326.

66F-HQ-1078703-35

[redacted]
Bureau
1 - Minneapolis

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(Number) (Time)

Per

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FBI

TRANSMIT VIA:

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☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/2/95

TO : DIRECTOR FBI (66 [redacted] 03)
(ATTN: HEADQUARTERS ADMINISTRATIVE
AUTOMATION SECTION CHIEF
GORDON ZACREP, R [redacted])
: SAC, SALT LAKE CITY (HQ-1078703)

SUBJECT : ACS PRE-IMPLEMENTATION REVIEW

AUTOMATED CASE SUPPORT

Re Telcall between [redacted]
[redacted] on 5/1/95.

Enclosed for the Bureau is the ECF conversion
exception report for BT.

[redacted]
All other exception reports have been completed.
Salt Lake City is current on file destruction and will
continue to review for eligibility on a monthly basis.

Enclosure - 12

2 - Bureau
1 - Salt Lake City

Approved: _____ Transmitted _____ Per _____
(Number) (Time)

Rm 1334

Memorandum



302

Dep. Dir. _____
 ADD Adm. _____
 ADD Inv. _____
 Asst. Dir.: _____
 Adm. Servs. _____
 Crim. Inv. _____
 Ident. _____
 Info. Mgnt. _____
 Insp. _____
 Intell. _____
 Lab. _____
 Legal Coun. _____
 Tech. Servs. _____
 Training _____
 Cong. Affs. Off. _____
 Off. of EEO _____
 Off. Liaison & _____
 Int. Affs. _____
 Off. of Public Affs. _____
 Telephone Rm. _____
 Director's Office _____

To : All Assistant Directors

Date 5/8/95

From : William E. Baugh, Jr.

Subject : RECORDKEEPING OF PERSONNEL FILES
 ① AUTOMATED CASE SUPPORT (ACS)

IMPLEMENTATION

PURPOSE: To advise of the new recordkeeping system for personnel files.

RECOMMENDATION: None. For info only.

APPROVED:

Crim. Inv. _____
 Crim. Jus. Inq. _____
 Servs. _____
 Deputy _____
 Finance _____
 Deputy Director _____
 Gen. Counsel _____
 Personnel _____

Training _____
 EEO _____
 Affairs _____
 Office of Public & _____
 Cong. Affairs _____

DETAILS: ACS is scheduled to be implemented in all field offices, Legats, and FBIHQ in the fall of 1995. ACS applications include Electronic Case File (ECF), Investigative Case Management (ICM), and Universal Index (UNI).

ECF will replace the Field Office Information Management System (FOIMS) Serials, Automated Incoming Mail Serialization, and Personnel Automated Records System (PARS) and will provide a central electronic repository for the FBI's official text-based documents. ECF will provide the Universal Serial concept where only the originating office is required to serialize the communication which would provide single source entry of serials.

66F-HQ-1078703-37

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- ① - 66F-HQ-1078703
- 1 - Each Assistant Director
- 1 - IRD Front Office, Room 5829
- 1 - [redacted] Room 5336D
- 1 - [redacted] (Attn: [redacted] Room 5931E)
- 1 - Training Staff (Attn: [redacted] Room 5332)
- 1 - [redacted] Room 1997
- 1 - [redacted] Room 5648
- 1 - [redacted] Room 5336F
- 1 - [redacted] Room 5342

(18)

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Memorandum from William E. Baugh, Jr. to All Assistant Directors,
dated 5/8/95

Re: Recordkeeping of Personnel Files
Automated Case Support (ACS)

67-0

ICM will replace the case management components contained in the FOIMS Cases, Leads, Evidence, Ticklers, and Administrative Reports. ICM will provide the basic functionality of case management such as opening and assigning investigative matters, setting and tracking leads, and scheduling, and conducting case reviews, etc. Only the Office of Origin (OO) will open cases; therefore, FBIHQ will open cases when they are OO. Auxiliary Offices (AO) will be renamed as Lead Offices and will only receive leads; therefore, there will be no cases opened in the Lead Offices.

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UNI will replace FOIMS Index, Headquarters General Index, and PARS and will provide single source entry of index data. Each OO will index information and each AO or Lead Office will be able to contribute additional information to the OO index records. Only the OO is required to index, thus eliminating redundant indexing by the Lead Offices.

Currently, PARS is used when processing records for personnel files, and records are entered by using the [redacted]

[redacted] Upon the implementation of ACS, personnel files will be processed [redacted]
[redacted]

File Automated Control System (FACS) will replace the PARS file request system. Files will have to be requested by
[redacted]

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/3/95

TO : DIRECTOR, FBI (678703)
Attention: GORDO, Chief
 Administrative A Section, Room 1334

: SAC, ST. LOUIS (078703)

AUTOMATED CASE-S
SECURITY ACCESS (ACS) PRE-IMPLEMENTATION
 ST. LOUIS DIVISION

Reference ACS pre implementation review, dated March 1995.

Enclosed for FBIHQ is the original and one (1) copy of an RBase report entitled, "ACS Pre-Implementation Security Access Report, St. Louis Division Employees", dated 5/3/95. Also enclosed for FBIHQ are two (2) copies of the ICM Security Access Profiles, dated 3/6/95.

The enclosed report contains the credential number, official Bureau name, title/position and required access profile for all St. Louis Division employees. These access profiles were developed for each employee based on duties of the position utilizing the ICM Security Access Profiles provided in referenced review.

The Bureau should note that based upon information provided at the ACS Conference, Miami, FL., in March 1995, St. Louis foresees no additions, deletions or modifications to this division's current security access profile.

② - Bureau (Encs. 4)
 1 - St. Louis

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TRANSMIT VIA:

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☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/9/95

TO : DIRECTOR FBI [redacted] ROOM 8391
 (ATTN: [redacted])
 FROM : SAC, CINCINNATI [redacted] CI-64280C)
 SUBJECT : AUTOMATED CASE [redacted] RT
 SECURITY ACCESS REQUEST

As requested by the Automation Staff, attached hereto is the Security Access Request for the Cincinnati Division.

Please note on the attached list there are five employees who are highlighted to indicate their receipt of two separate ICM Accesses. This is necessary due to their primary job and other assigned duties. (K)

If you have any questions regarding the Security Access Request, please contact AO/ISA [redacted] telephone number 513-421-4310.

Cincinnati Division Authorization

Name (printed): Theodore JacksonSignature: Theodore Jackson Date: 5/9/95Position Title: Special Agent in Charge

1
 ② Bureau (Enc. 1)
 1-Cincinnati

[redacted]
 (3)

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 (Number) (Time)

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TRANSMIT VIA:

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☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/8/95

TO : DIRECTOR, FBI (661 [redacted] 78703)
ATTN: CHIEF GORDON [redacted] EP, ADMINISTRATIVE
AUTOMATION SECTION [redacted] 1334

FROM [redacted] AC, COLUMBIA (242 [redacted])

SUBJECT AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

b6
b7C

Attached are the responses to the Automated Case Support Pre-Implementation Review checklists, ICM access list, and the ECF and UNI restricted case access list for the Columbia Division.

(X)

66F-49-1078703-40

1
② - Bureau (4 Enc.)
1 - Columbia

(3)

1*

Approved: _____ Transmitted _____ Per _____
(Number) (Time)

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/5/95

TO

: DIRECTOR, FBI (66F-HQ-
ATTN: CHIEF GORDON ZA
HEADQUARTERS ADMINISTR
SECTION

3)
ROOM 1334
AUTOMATION

: SAC, LITTLE ROCK (66F-

8703)

CT : AUTOMATED-CASE-SUPPORT
PRE-IMPLEMENTATION REV

Re Little Rock airtel to the Bureau dated 4/28/95.

Enclosed are the ACS/SECURITY ACCESS REQUESTS for
personnel assigned to the Little Rock division.

2 - Bureau (Encl. 1)
1 - Little Rock

(3)

66F-HQ-1078703-41

1334

Approved: _____ Transmitted _____ Per _____
(Number) (Time)

b6
b7C

FBI

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☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/1/95

TO : DIRECTOR, FBI
(ATTENTION: ADMINISTRATION SECTION
CHIEF [REDACTED] CHREP, ROOM 1344)

FROM : SAC, HONOLULU (66F-[REDACTED])

SUBJECT : AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

Enclosed for the Bureau are the following:

- (1) ICM Security Access List
- (2) ECF Special Access List
- (3) UNI Special Access List

1
③ - Bureau (Enc. 3)
1 - Honolulu
[REDACTED]

(4)

1*

Approved: [REDACTED]

Transmitted

(Number) (Time)

Per [REDACTED]

b6
b7c

42

RM 1334

489

FBI

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☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/2/95

TO : DIRECTOR, FBI (66F-HQ-1078703)
ATTN: CHIEF GORDON
HEADQUARTERS AUTOMATION SECTION
ROOM 1334, JEB
SAC, CHARLOTTE ((66F-HQ-1078703-43-
SUBJECT: AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

b6
b7C

Enclosed herewith for the automation Section is a copy of the revised ECF exception report regarding problems with FOIMS consolidated records. Attached thereto for FBIHQ assistance is information obtained during review regarding an "old" consolidation record.

To date, the Charlotte Division has completed its review and corrections to the Duplicate Control File listing, the Duplicate Document listing, and as stated above, the Consolidation listing. Efforts continue regarding the Duplicate Index records and Truename errors listings provided. FBIHQ will be advised when these efforts are completed.

3 - Bureau (Encs.) *enc.*
2 - Charlotte

(5)

Bm. 1334

Approved: _____ Transmitted _____ Per _____
(Number) (Time)

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/12/95

306

TO : DIRECTOR, FBI [redacted] -HQ-1078703)
ATTN: HQ AD [redacted] RATIVE AUTOMATION SECTION
CHIEF GORDON [redacted] P, ROOM 1334

FROM : SAC, CLEVELAND [redacted] -6078 SUB C)

SUBJECT : ^① AUTOMATED CA [redacted] PORT
PRE-IMPLEMENTATION REVIEW

b6
b7C

Attached are portions of the checklist that apply to Field Office Responsibility and required listings for pre-implementation review:

Note the following as of this date:

b7E

③ - Bureau (Enclosures)
1 - Cleveland

[redacted]
(4)

66F-HQ-1078703-49

Approved

Transmitted

(Number) (Time)

Per

b6
b7C

66-6078 Sub C



b7E

FBI

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☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/15/95

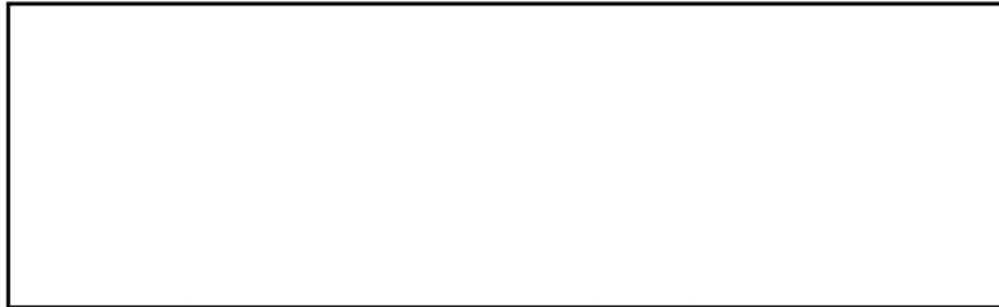
386

TO : DIRECTOR, FBI (66-HQ-1078703)
HEADQUARTERS ADMINISTRATIVE AUTOMATION SECTION
CHIEF GORDON (EP, ROOM 1334)

FROM : SAC, INDIANAPOLIS

SUBJECT : ① AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

The following information is in response to the
Field Division Check List for **Records Audit and Conversion Matters:**



b6
b7C
b7E

1 - ENCLOSURE
③ - Bureau
1 - Indianapolis

(4)

66F-HQ-1078703-45

b6
b7C

Approved: 

Transmitted

(Number) (Time)

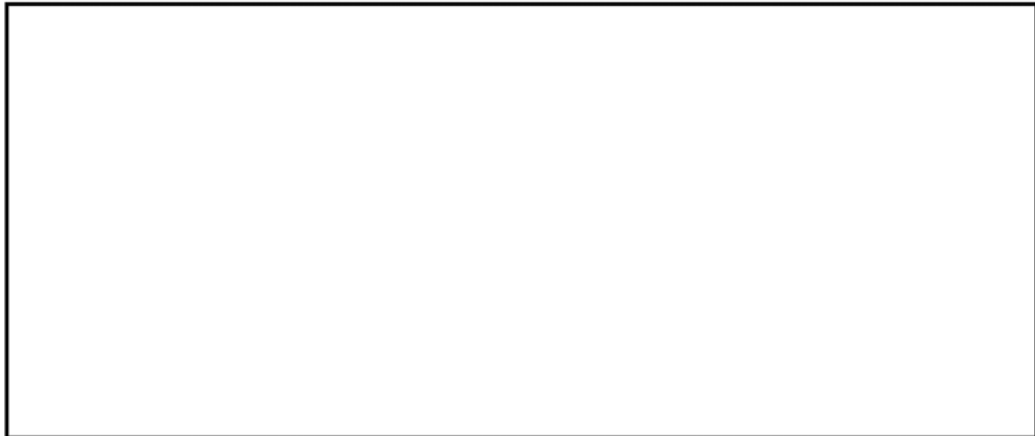
Per

66-HQ-1078703

A large rectangular box with a black border, used for redaction of information.

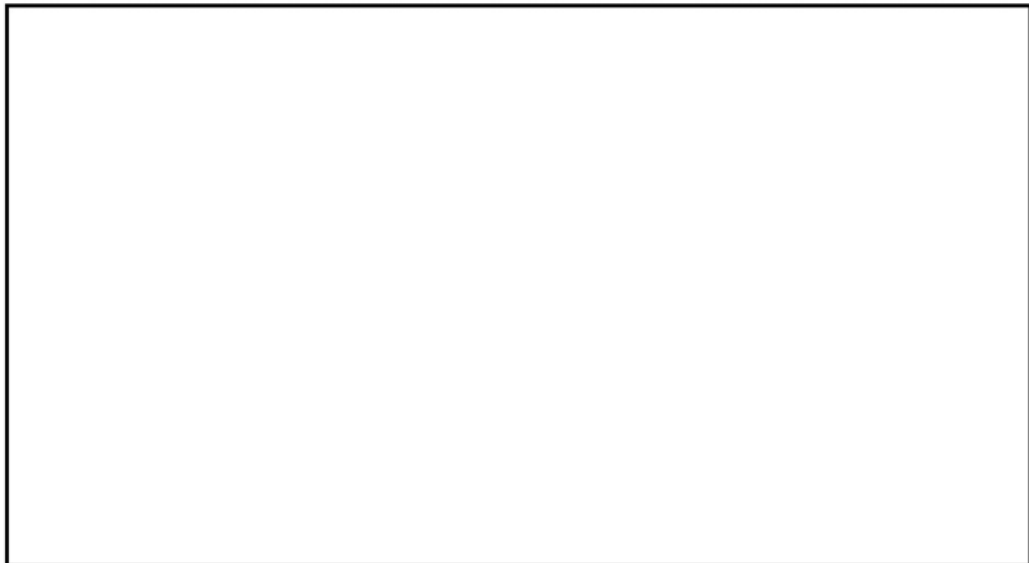
b7E

The following information is in response to the
Field Division Check List for **Security Access Audit:**

A large rectangular box with a black border, used for redaction of information.

b7E

The following information is in response to the
Field Division Check List for **Technical Evaluation:**

A large rectangular box with a black border, used for redaction of information.

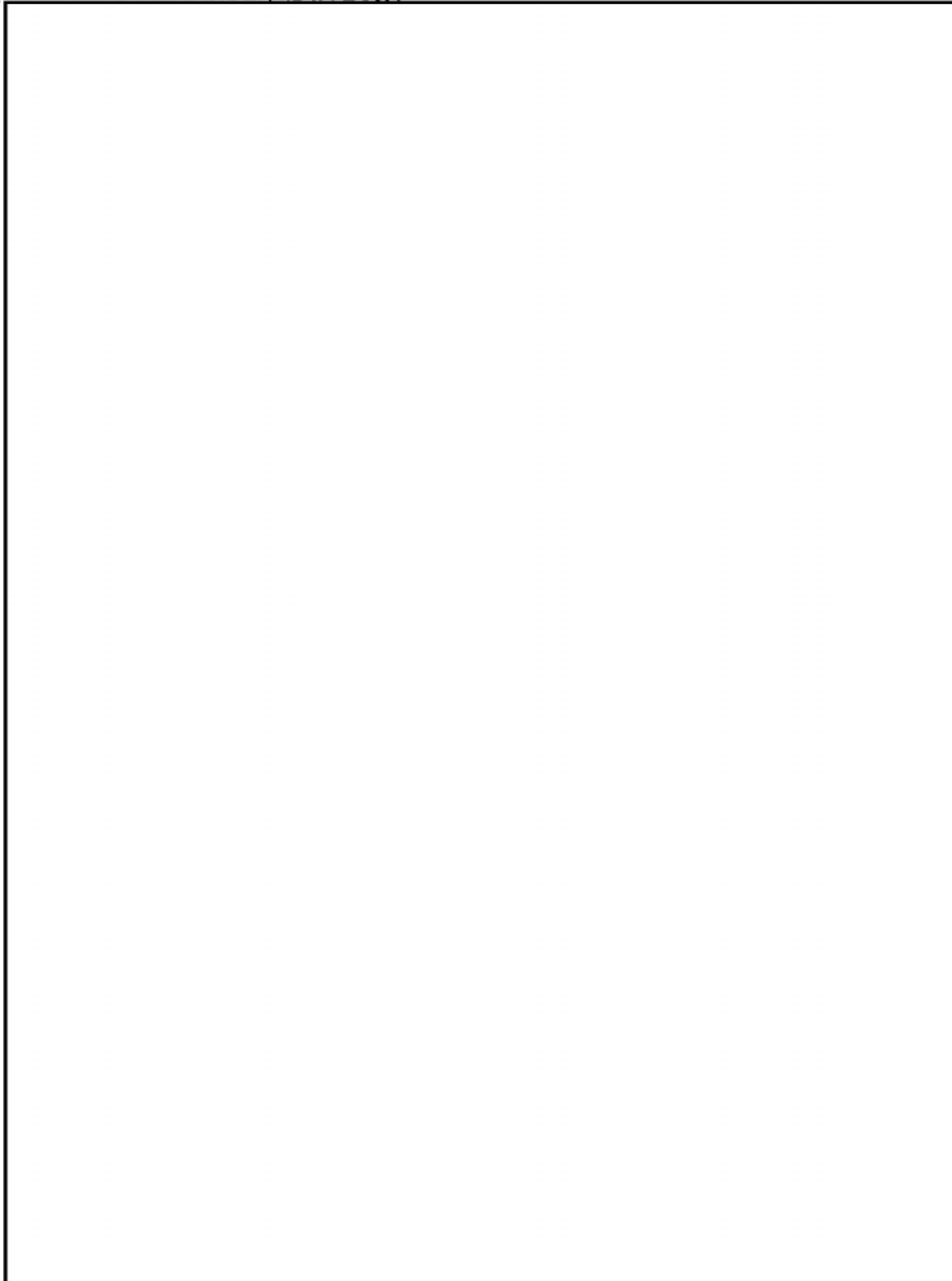
b7E

Field Division Check List

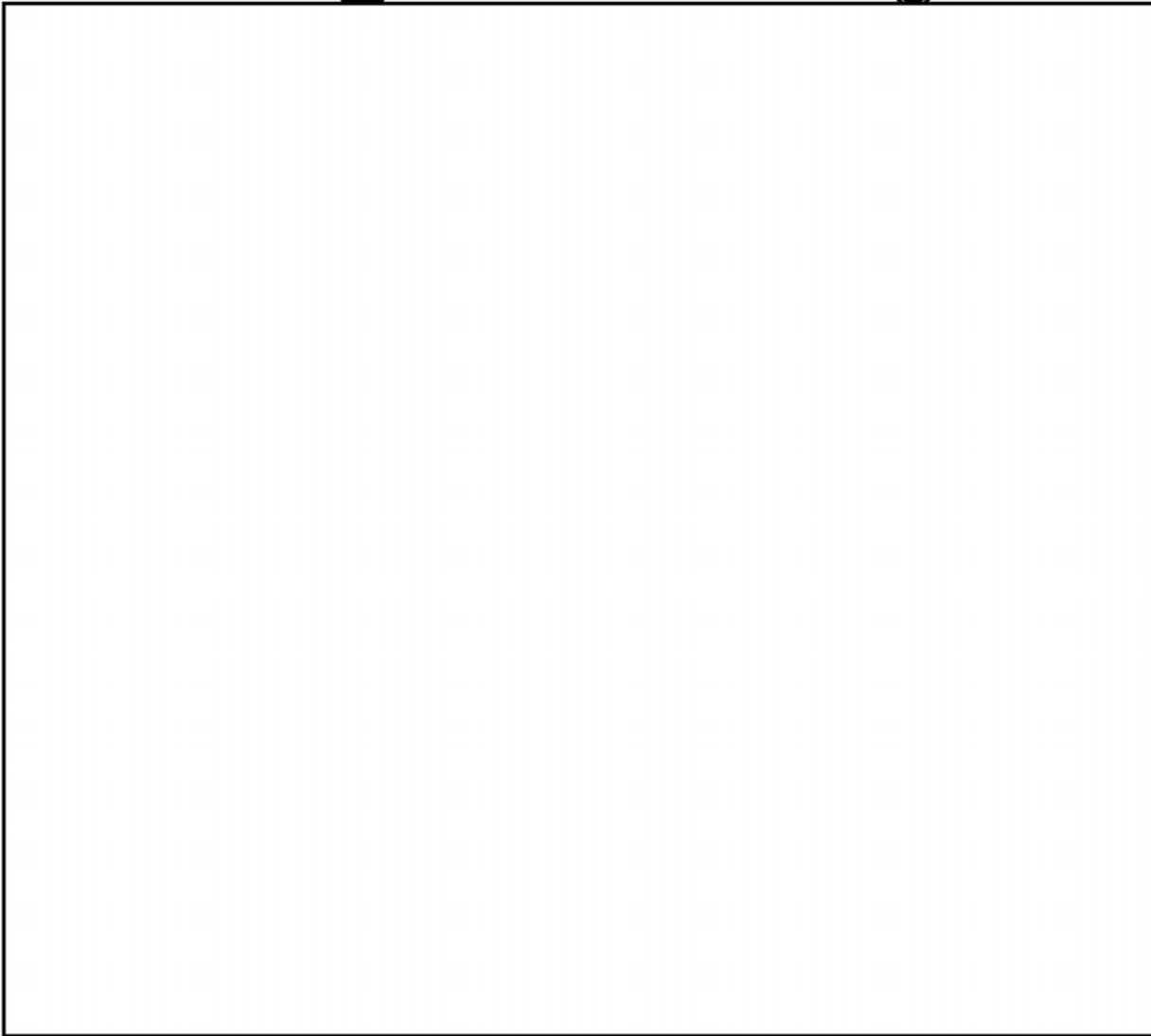
Technical Evaluation

(The following reflects Indianapolis' hardware configuration as of 05/15/95. Additional (23) computers will be placed as Agent workstations within the next month.)

HQ City hardware configuration:



b7E

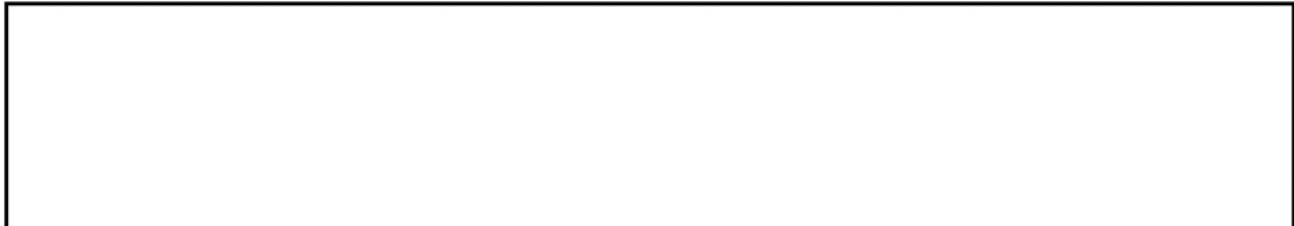


Hardware/software requirements are followed.

No temporary hardware will be required.

Natural Connection has been installed on some machines within the Office.

Natural Connection users have not been completely determined at this time.



b6
b7C
b7E

66-HQ-1078703

WordPerfect Office has been installed; All users have been defined to WPO; Most users are familiar with WPO; WPO training was received 4/24-28/95.



b7E

T+A / BPMS Squad Codes to Be used

b7E

<PF1> CONTINUE
<PF2> HARDCOPY PRINT
<PF20> RETURN TO REPORT MENU

ENTER FUNCTION BY PF NUMBER -- OR PRESS THE PF KEY INDICATED NEXT TO FUNCTION

489

TRANSMIT VIA: AIRTEL

CLASSIFICATION: _____

DATE: 5/11/95

FROM: Director, FBI (66F-HQ-1078703)

TO: SAC, Sacramento

AUTOMATED CASE SUPPORT (ACS)

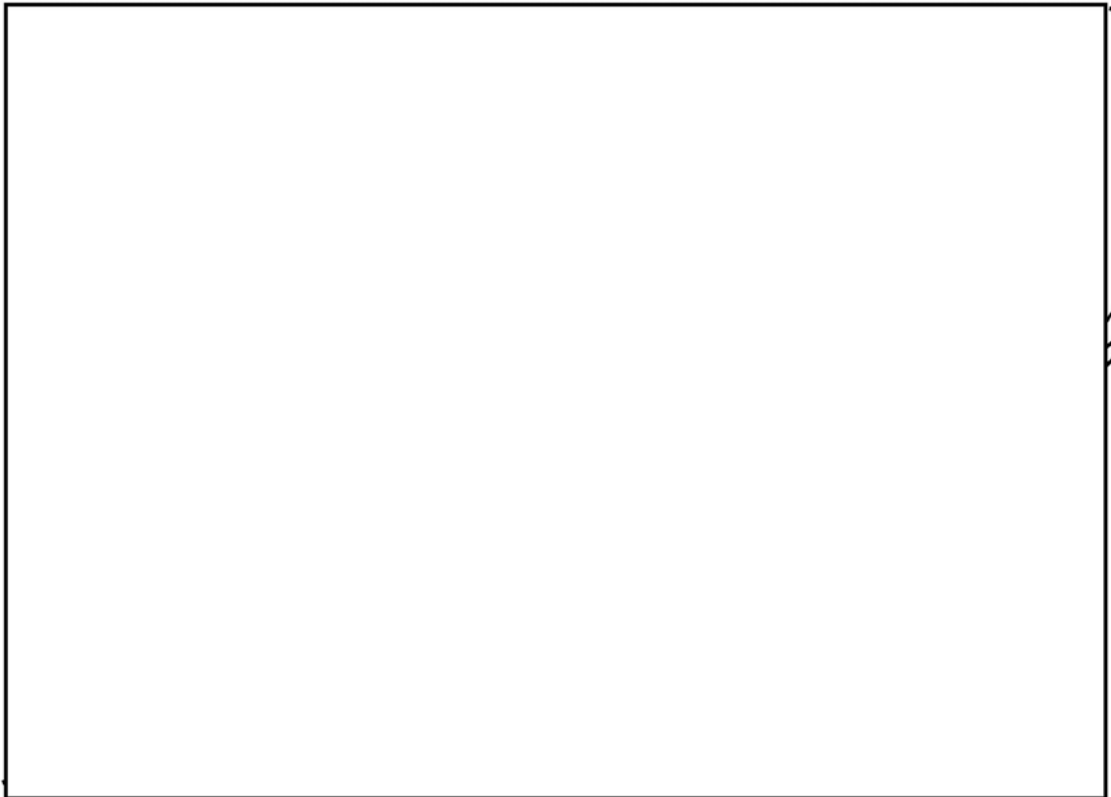
Re implementation

Re Sacramento teletype dated 4/28/95, captioned as above.

Referenced teletype indicated that Sacramento has some concerns regarding the anticipated implementation of ACS. The concerns were:

1)

2)



MAILED 13

MAY 17 1995

FBI

Dep. Dir. _____
Chief of Staff _____
Off. of Gen. Counsel _____
Asst. Dir.: _____
Crim. Inv. _____
CJIS _____
Finance _____
Info. Res. _____
Insp. _____
Lab. _____
National Sec. _____
Personnel _____
Training _____
Off. of EEOA _____
Off. of Public & Cong. Affs. _____
Director's Office _____

1 - IRD Front Office, Room 5829
1 - Mr. Zarep, Room 1334
1 - Ms. _____ Room 1334
1 - Mr. _____ Room 5336F

1 - _____ Room 5336D
1 - _____ Room 1368
1 - _____ Room 5278
1 - _____ Room 5342

APPROVED:

Director _____
Deputy Director _____
Crim. Inv. _____
Crim. Jus. Info. _____
Srvs. _____
Finance _____
Gen. Counsel _____
Info. Res. _____
Inspection _____
Laboratory _____
National Sec. _____
Personnel _____
Affairs _____
Office of Public & Cong. Affairs _____

MAIL ROOM (2)

(11)

2/95

b7E

b6
b7C

Airtel to SAC, Sacramento, dated 5/11/95
Re: Automated Case Support (ACS)
66F-HQ-1078703

3)

4)

5)

b7E

IRD appreciates your interest in this matter. Any additional concerns may be directed to [redacted] Room 1334, ext. 5942, or [redacted] Room 5342, ext. 1406.

RECEIVED
FBI/DOJ

APR 95 17 30z

0037 MRI 00193

R KUCNER

DE FBISC #0002 1130144

ZNP UUUUU

R 200143Z APR 95

FM FBI SACRAMENTO (242-SC-26225)

TO DIRECTOR FBI/ROUTINE/

BT

UNCLAS

CITE: //3720//

PASS: ATTN: INFORMATION RESOURCES DIVISION FIELD INFORMATION
SUPPORT SECTION, [REDACTED] - ROOM 5338.

SUBJECT: AUTOMATED CASE SUPPORT (ACS). *W. [unclear]*

DURING THE RECENT PRE-PLANNING CONFERENCE IN MIAMI AND
FIELD OFFICE BRIEFING OF SECTION CHIEF MARSHALL BRATTON IN
CONNECTION WITH THE ANTICIPATED IMPLEMENTATION OF THE
AUTOMATED CASE SUPPORT ON SEPTEMBER 5, 1995, SOME CONCERNS
WERE RAISED AND THE FOLLOWING IS BEING SUBMITTED FOR FBIHQ
CONSIDERATION:

UNADDRESSED WORK:

b6
b7C

b6
b7C

35 mid 5/3 330 PM
cc

18195
PM 1334

5338

48

166F-HQ-1078703

PAGE TWO DE FISC 0002 UNCLAS

b7E

INVESTIGATIVE CASE MANAGEMENT; REPORTS AND LISTINGS:
THE CASE LIST MENU PROVIDES CASE LISTINGS BASED ON

b7E

OPEN AND ASSIGN CASE:

b7E

PAGE THREE DE FBISC 0002 UNCLAS

b7E

[REDACTED] A SUGGESTION WAS MADE DURING THE MIAMI
CONFERENCE THAT ALL MANDATORY FIELDS SHOULD BE TOGETHER ON
PAGE ONE, ADDITIONAL SCREENS COULD BE ACCESSED IF INFORMATION
WAS AVAILABLE SIMILAR TO THE ADD AN INDEX APPLICATION IN
FOIMS. //

ELECTRONIC COMMUNICATIONS; LEADS:

IT IS SUGGESTED RECEIVING OFFICES PRINT OUT INCOMING
LEADS RATHER THAN SENDING OFFICE PRINT AND THEN SEND TO THE
RECEIVING OFFICE AS WAS INDICATED WOULD BE THE POLICY DURING
MIAMI CONFERENCE.

COMPUTER RESOURCES:

IN ORDER FOR THIS SYSTEM TO BE OF MAXIMUM BENEFIT TO THE
FIELD, SACRAMENTO URGES FBIHQ TO OBTAIN SUFFICIENT HARDWARE SO
EACH SPECIAL AGENT HAS THEIR OWN COMPUTER. THE ACS
FACILITATES THE MOVE TO A PAPERLESS ENVIRONMENT, BUT WILL BE
OF LIMITED USE IF INVESTIGATORS MUST SEARCH FOR A COMPUTER IN
ORDER TO REVIEW THEIR CASES. //

PT

#0002

NNNN

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/23/95

TO : DIRECTOR, FBI (66F-HQ-1078703) [redacted]
 ATTN: SECTION CHIEF GORDON Z
 ADMINISTRATIVE AUTOMATION SECTION
 ROOM 1334

FROM [redacted] AC, EL PASO (242-EP-31169)

SUBJECT [redacted] INVESTIGATIVE INFORMATION SERVICES PROGRAM;
 AUTOMATED CASE SUPPORT

Re El Paso airtels dated 3/21/95 and 5/16/95.

FBIHQ has requested that field offices provide implementation concerns, security accesses, and training requirements. Training requirements have been set forth by airtel dated 5/16/95.

Security access requirements are enclosed for both Special Agent and support personnel, as well as pre-implementation checklists.

IMPLEMENTATION CONCERNS:

The concerns of the management of this division, the ISA, and Computer Specialists are as follows:

1. Lack of Sufficient Equipment

Full and effective implementation depends largely on the availability of sufficient equipment for all employees

1 - Bureau (Enclosure)
 2 - El Paso

[redacted]
 (4)

Approved: _____ Transmitted _____ Per _____
 (Number) (Time)

b6
 b7C

49

assigned to a field division. In El Paso, when ACS is implemented, it will be necessary for employees to take turns at a terminal or to look for an available terminal at another location away from the employee's immediate work area. In this division, once the newly arrived terminals are installed, Agent personnel will be sharing a terminal on a 2 to 1 basis.

2. Lack of Sufficient Personnel

The El Paso Division is drastically understaffed and has not conducted any file destruction for over a year. The requirements to have file destruction with regard to automated records and to make necessary corrections on the exception reports places a very definite hardship on an already overburdened support staff.

Every effort possible will be made by El Paso to address these areas consistent with other priority matters.

3. On-Site Training

While briefings and conferences are being held, the lack of on-site training will definitely have an impact on the successful implementation of ACS. This will require the majority of the training to be handled by the employees designated to attend the training session and by the ISA and Computer Specialists, all of whom will have had basically very limited training on Investigative Case Management (ICM), Electronic Case File (ECF) and Universal Index (UNI). In addition, FBI employees will have to learn numerous programs and applications at the same time, i.e., Word Perfect 6.1, Word Perfect Office E-Mail, Windows, ICM, ECF and UNI, thereby requiring employees to absorb and grasp too many concepts all at one time.

The ISA and Computer Specialists will already be inundated with equipment and technical problems during the implementation.

El Paso will make a concerted effort to devote as much time as possible in preparing for the implementation of ACS, however, FBIHQ should be aware of the above concerns.

3

R O U T I N G S L I P

DATE: May 26, 1995

TO: DIRECTOR, FBI
(Attn: GORDON N. EP, Rm #1334)

FROM: C, HOUSTON (66F-HQ-1)

SUBJECT: AUTOMATED CASE SUPPORT RT

DUPLICATE INDEXING
HOUSTON DIVISION

PREIMPLEMENTATION

b6
b7C

Re HO telcall, Rotor Supv.
dated 5/26/95.

The below listed names are duplicate index records entered by FBIHQ for file 94-HQ-1032322. Houston is unable to correct the index records that are maintained in the Law Enforcement Bulletins at FBIHQ. Ms. advised that FBIHQ will handle the correction of these index records.

(X)
M7

Name

Type

Event

--	--	--

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b7C
b7E

66F-149-1078703-50

① - Bureau
1 - Houston

(2)

Rm
1334

(03/31/95)

FEDERAL BUREAU OF INVESTIGATION

221

37

Precedence: DEADLINE 06/05/1995

Date: 06/02/1995

To: Investigative Resources Division

Attn: Section Chief Gordon [redacted] rep

From: Norfolk

Automation Office

Contact: ISA [redacted] Ext. 2649

Approved By: [redacted]

Drafted By: [redacted]

File Number(s): 66F-HQ-1078703

Title: Automated Case Support (ACS)

Synopsis: This document contains the completed Automated Case Support Pre-Implementation Survey for Norfolk.

Details: Attached for review by IRD is the completed Automated Case Support Pre-Implementation Survey for Norfolk. It should be noted that Norfolk's ICM Security Access List was previously submitted on 5/18/95.

Please direct any questions to [redacted]

[redacted]

b6
b7C

66F-HQ-1078703-51

♦♦

Prim. 1324
Rm. 8301

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 6/2/95

TO : DIRECTOR, FBI (66F-HQ-1078703)
 (ATTN: HEADQUARTERS ADMINISTRATIVE INFORMATION
 SECTION, SECTION CHIEF GORDON
 ROOM 1334)

FROM : SAC, CHICAGO

SUBJECT : AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW
 BUDED 6/5/95

b6
 b7c

Enclosed are the check list responses to the Pre-Implementation Review and a security access list. Also enclosed is a list of file numbers and serials for the ECF conversion exception report "Attempt to Add an Old Consolidation Record".

The list of file and serial numbers entitled "Attempt to Add an Old Consolidation Report" reflects old automated serial numbers which do not match the new automated serial number. This list of serial numbers has been checked in the original file and serial numbers match the automated serial record. This list is being provided for review and resolution by FBIHQ Personnel.

66F-HQ-1078703-52

Any questions should be directed to Administrative Officer [redacted] (312) 786-2501.

3-Bureau (Enc. 13)
 (1-[redacted]-Room 5342)
 2-Chicago
 (1-242-1)
 [redacted]
 (5)

PM 1334

Approved: _____ Transmitted _____ Per _____
 (Number) (Time)

FBI

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395

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 6/1/95

TO : DIRECTOR, FBI (1078703)
ATTN: GORDON
INFORMATION RES DIVISION
HEADQUARTERS AD DIVISION
ROOM 1334

FROM : SAC, TAMPA (242-1)

SUBJECT : AUTOMATED CASE SUPPORT SYSTEM
SECURITY ACCESS LIST

Implementation

Enclosed for Headquarters is the Automated Case Support (ACS) security access list for the Tampa Division.

Please address any questions regarding this list to
CS [redacted]

2 - Bureau (Enclosure 1)
1 - Tampa

66F-HQ-1078703-53

*Rm
1334*

1*

Approved: [redacted]

Transmitted

(Number) (Time)

Per

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/16/95

TO : DIRECTOR, FBI (ATTN: Section Chief Gordon
Zacrep, ADMINISTRATIVE AUTOMATION SECTION
ROOM 1334) 66-HQ-1078703

FROM : SAC, BUFFALO

SUBJECT : ① Preimplementation Review
ACS CHECKLIST
BUFFALO DIVISION

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b7c

Enclosed for FBIHQ, AAS, is the completed checklist for the Buffalo Division with regards to ACS.

For information, those areas not checked as being completed are either due at a later date and/or are in the process of being completed.

If there are any further questions in regards to captioned matter please contact Acting AO [redacted]
716-856-7800, extension 233.

① - Bureau (Encls.)
2 - Buffalo

[redacted]
(4)

66F-HQ-1078703-54

Approved: [redacted]

Transmitted

(Number) (Time)

Per

FBI

TRANSMIT VIA:

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☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/24/95

b6
b7C

DIRECTOR, FBI (66F-HQ-1078703)
ATTN: HQ AUTOMATION SECTION, ROOM 1334

FROM : SAC, NEW HAVEN (66F-NH-32464)

SUBJECT : ACS PRE-IMPLEMENTATION REVIEW
TECHNICAL EVALUATION MATTERS

New Haven's response to ACS Technical Evaluation
Checklist is as follows:

b7E

~~ENCLOSURE~~
③ Headquarters (66F-HQ-1078703)
2 - New Haven (1-66F-NH-32464)
(1-242-1)

(5)

b6
b7C

Approved: _____ Transmitted _____ Per _____
(Number) (Time)

66F-NH-32464



b6
b7C
b7E

Further questions can be directed to
203-786-7064.

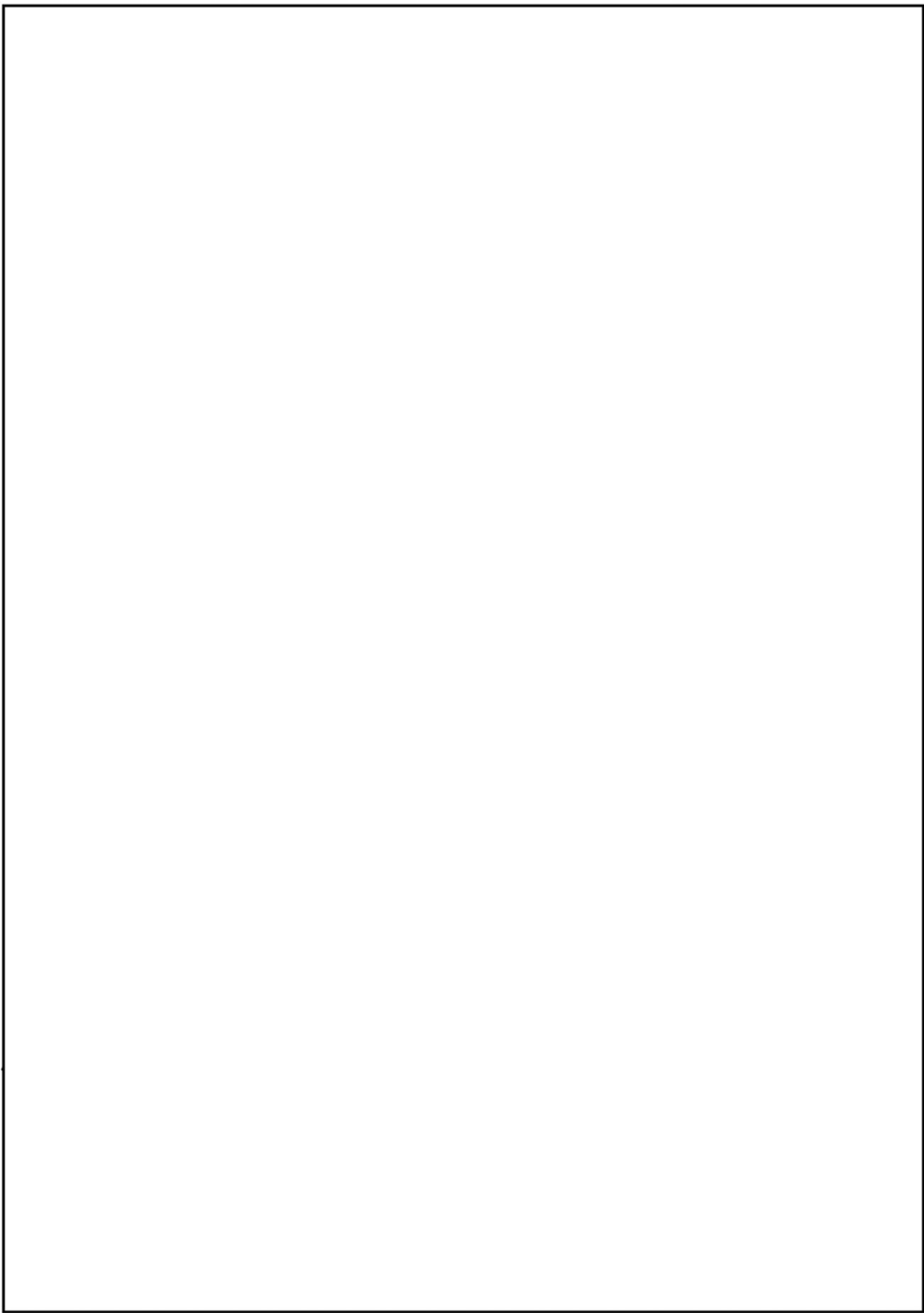


UPDATE 5/23/95:

b6
b7C
b7E

66F. HQ-1078703-55
ENCLOSURE

b6
b7C
b7E



b6
b7C
b7E

Memorandum

35



Dep. Dir. _____
 ADD Adm. _____
 ADD Inv. _____
 Asst. Dir.:
 Adm. Servs. _____
 Crim. Inv. _____
 Ident. _____
 Info. Mgnt. _____
 Insp. _____
 Intell. _____
 Lab. _____
 Legal Coun. _____
 Tech. Servs. _____
 Training _____
 Cong. Affs. Off. _____
 Off. of EEO _____
 Off. Liaison & _____
 Int. Affs. _____
 Off. of Public Affs. _____
 Telephone Rm. _____
 Director's Office _____

To : All Assistant Directors

Date 5/8/95

From : William E. Baugh, Jr.

Subject : RECORDKEEPING OF PERSONNEL FILES
 AUTOMATED CASE SUPPORT (ACS)

PURPOSE: To advise of the new recordkeeping system for personnel files.

RECOMMENDATION: None. For information only.

APPROVED:

Crim. Inv. _____
 Crim. Jus. Info. _____
 Servs. _____
 Director _____
 Deputy Director _____
 Finance _____
 Gen. Counsel _____
 National Sec. _____
 Personnel _____
 Office of EEO _____
 Affairs _____
 Office of Public & _____
 Cong. Affairs _____

DETAILS: ACS is scheduled to be implemented in all field offices, Legats, and FBIHQ in the fall of 1995. ACS applications include Electronic Case File (ECF), Investigative Case Management (ICM), and Universal Index (UNI).

ECF will replace the Field Office Information Management System (FOIMS) Serials, Automated Incoming Mail Serialization, and Personnel Automated Records System (PARS) and will provide a central electronic repository for the FBI's official text-based documents. ECF will provide the Universal Serial concept where only the originating office is required to serialize the communication which would provide single source entry of serials.

66-F-HQ 1078703

67-0

1 - 66F-HQ-1078703

1 - Each Assistant Director

1 - IRD Front Office, Room 5829

1 - _____ Room 5336D

1 - _____ (Attn: _____ Room 5931E)

1 - Training Staff (Attn: _____ Room 5332)

1 - _____ Room 1997

1 - _____ Room 5648

1 - _____ Room 5336F

1 - _____ Room 5342

(18)

(CONTINUED - OVER)

b6
 b7C

Memorandum from William E. Baugh, Jr. to All Assistant Directors,
dated 5/8/95

Re: Recordkeeping of Personnel Files
Automated Case Support (ACS)

67-0

ICM will replace the case management components contained in the FOIMS Cases, Leads, Evidence, Ticklers, and Administrative Reports. ICM will provide the basic functionality of case management such as opening and assigning investigative matters, setting and tracking leads, and scheduling, and conducting case reviews, etc. Only the Office of Origin (OO) will open cases; therefore, FBIHQ will open cases when they are OO. Auxiliary Offices (AO) will be renamed as Lead Offices and will only receive leads; therefore, there will be no cases opened in the Lead Offices.

UNI will replace FOIMS Index, Headquarters General Index, and PARS and will provide single source entry of index data. Each OO will index information and each AO or Lead Office will be able to contribute additional information to the OO index records. Only the OO is required to index, thus eliminating redundant indexing by the Lead Offices.

Currently, PARS is used when processing records for personnel files, and records are entered by using the [redacted]

[redacted] Upon the implementation of ACS, personnel files will be processed [redacted]
[redacted]

b7E

File Automated Control System (FACS) will replace the PARS file request system. Files will have to be requested by
[redacted]

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/16/95

: DIRECTOR, FBI (66F-HQ-1078703)
ATTN: SECTION CHIEF GORDON ZACREP
ADMINISTRATIVE AUTOMATION SECTION
ROOM 1334

FROM : SAC, EL PASO (242-EP-31169)

SUBJECT : INVESTIGATIVE INFORMATION SERVICES PROGRAM;
AUTOMATED CASE SUPPORT

El Paso's CORE Group has been identified as follows
and the below-listed employees are recommended for attendance
at the training session regarding ACS implementation:

TitleName

<u>Title</u>	<u>Name</u>

It is requested above-listed employees be scheduled
for attendance at a training session. In the event only four
slots can be given to El Paso, SSA [] would not attend
the training.

② - Bureau
2 - El Paso

[]
(4)

Approved: []

Transmitted

(Number) (Time)

Per []

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FBI

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489

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/18/95

b6
b7c

: DIRECTOR, FBI (66F-HQ-1078703)
ATTENTION: CHIEF GORDON ZACREP, ROOM 1334

FROM : SAC, NEW HAVEN (66F-NH-32464)

SUBJECT : AUTOMATED CASE SUPPORT

Implementation

New Haven Division is up-to-date with the
Destruction of Records and will continue to destroy eligible
records.

New Haven is currently working on conversion
reports and will notify HQ upon completion.

66F-HQ-1078703-57

2-Bureau
1-New Haven

(3)

Approved:

Transmitted

(Number) (Time)

Per

[Signature]
1334

FBI

TRANSMIT VIA:

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☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 6/2/95

TO [redacted] DIRECTOR, FBI (66F-HQ-1078703)
ATTN: ADMINISTRATIVE AUTOMATION SECTION
SECTION CHIEF GORDON ZACREP, ROOM 1334

FROM [redacted] SAC, SEATTLE (242-4)

SUBJECT : AUTOMATED CASE SUPPORT (ACS)
PRE-IMPLEMENTATION REVIEW
BUDED: 6/5/95

Enclosed are ICM Security Access Form identifying employee general access and special access requirements for ACS; hardware configuration for division, including resident agency and offsite data; and a list of Natural Connection users, identifying Bureau name with Node ID.

Set out below is Seattle's response to ACS pre-implementation review:

Records Audit and Conversion Matters

② - HQ (Enc. 3)

1 - SE

(3)

Approved: _____ Transmitted _____ Per _____
(Number) (Time)

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b6
b7C
b7E

1334

* Following is the status of the review of exception reports provided by headquarters:

* UNI CONVERSION EXCEPTION REPORTS

- 1) KEYWORD RECORDS: None received
- 2) SEE SAC RECORDS: Review ongoing
- 3) DUPLICATE INDEX-KEYS: Review ongoing
- 4) TRUENAME ERRORS: Review ongoing

* ECF CONVERSION EXCEPTION REPORTS

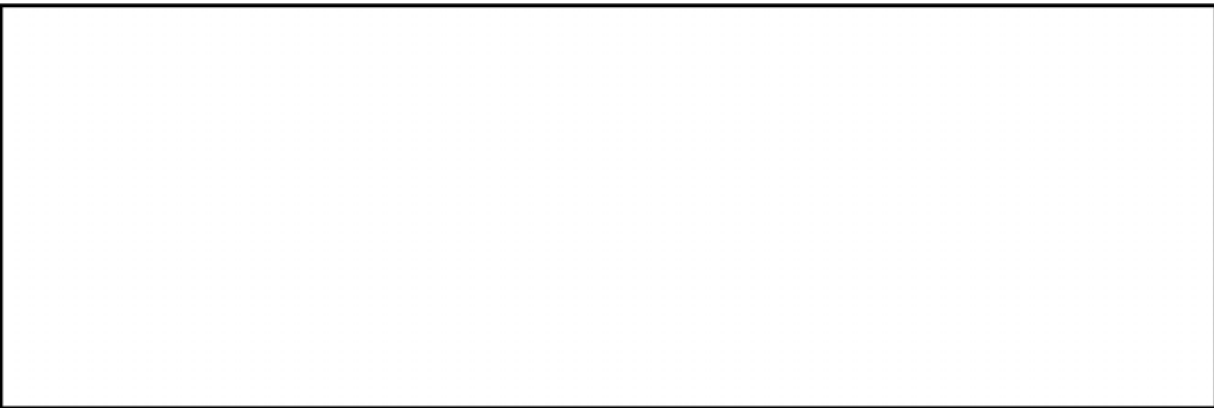
- 5) DRAFT SERIAL: Completed
- 6) WRONG FILE NUMBER: None received
- 7) ATTEMPT TO ADD AN 'OLD' CONSOLIDATION RECORD:
Review ongoing
- 8) DUPLICATE DOCUMENT LISTING: Completed
- 9) DUPLICATE CONTROL FILE LISTING: None received

FBIHQ will be advised when review of all exception reports is completed.

* ATC squad table has been modified to agree with squad table in FOIMS. FOIMS Squad/Program table current.

b7E

Security Access Audit



Technical Evaluation

* Enclosed is hardware configuration for division including resident agency and offsite data.

* Hardware/software requirements outlined by headquarters verified.

* No new or temporary hardware requirements identified at this time.

-
- * Electronic Communication macro has not been installed.
 - * Enclosed is a list of Natural Connection users, identifying Bureau name with Node ID.
 - * WordPerfect Office has been installed.
All users have been defined to WPO.
FBIHQ provided training to end users at Seattle during week of 4/24-4/28/95.
 - * There are no physical files located at any RA's within the Seattle Division. Pending physical files are located and maintained by support personnel at two off-site locations within headquarters city.

b7E

Training Matters

- * Training team for Seattle will consist of
-

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- * Classroom facility for training prepared.
- * Training agenda not yet available.
- * Training material not yet received from Headquarters.
- * Hotel information not applicable.
- * Training of new users on FBINET logon and logoff procedures ongoing.
- * Procedures for reporting hardware/software problems under development.

FBI

TRANSMIT VIA:

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☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
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☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/8/95

: DIRECTOR FBI
ADMINISTRATIVE AUTOMATION SECTION
ATTN: MR. GORDON ZACREP, ROOM 1334

FROM : SAC, SAN JUAN (66F-HQ-1078703)

SUBJECT : AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

The following is a security access list for San Juan Field Office personnel.

Referenced list provides access profiles for Investigative Case Management (ICM), Electronic Case File (ECF) and Universal Index (UNI), in preparation for final implementation of the Automated Case Support (ACS).

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2 - Bureau
1 - San Juan (242-2)

(3)

66F-HQ-1078703-59

Rm. 1334

Approved: _____

Transmitted _____

(Number) (Time)

Per _____

FBI

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☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/19/95

: DIRECTOR, FBI (66F-HQ-1078703)
(ATTENTION: ADMINISTRATION AUTOMATION SECTION,
CHIEF GORDON ZACHREP, ROOM 1344)

FROM : SAC, HONOLULU (66F-1031 Sub I)

SUBJECT : AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

Enclosed for the Bureau is the Automation Case
Support Pre-Implementation Review Questionnaire.

Honolulu apologizes for the late submission of the
enclosed questionnaire.

② - Bureau (Enc. 1)
1 - Honolulu

(3)

1*

Approved:

Transmitted

(Number) (Time)

Per

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RM
13321

(03/31/95)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 06/05/1995

To: Headquarters Administration Automation Section
Attn: Section Chief Gordon Room 1334

From: Las Vegas Division
Computer Support Group

Contact: CS [redacted] Ext. 170

Drafted By: [redacted]

File Number(s): 66F-HQ-1078703
66-877

Title: ACS PRE-IMPLEMENTATION REVIEW

Synopsis: Investigative Case Management (ICM) profiles for the Las Vegas Division.

Reference: Pre-Implementation review and field office checklists provided during March and April, 1995.

Enclosures: Attached are two copies of the listing of Las Vegas Division employees and the ICM profiles required.

Details: Two copies of Las Vegas Division employees ICM profiles as requested by HQ. The Las Vegas Division at this time [redacted]

CC: [redacted]

♦♦

61
~~Room 1334~~

DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

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482

TRANSMIT VIA:
☒ Teletype

DATE: 2/24/95

^PAGE 1 OF 2

PRECEDENCE:

☐ Immediate
☐ Priority
☒ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☒ UNCLAS

FM DIRECTOR FBI (66F-HQ-1078703)

TO DETROIT

NORFOLK

POCATELLO

BT

UNCLAS

CITE: //0440//

PASS: ADMINISTRATIVE OFFICER (AO)

SUBJECT: AUTOMATED CASE SUPPORT (ACS)

Preimplementation Review

ON 3/1/95, AN ELECTRONIC COMMUNICATION BRIEFING WILL BE GIVEN TO ASSISTANT DIRECTOR BAUGH, INFORMATION MANAGEMENT DIVISION, AT FBIHQ. BECAUSE THIS IS PART OF THE ACS EFFORT, IT IS NECESSARY THAT AO [] OF THE DETROIT FO, TYPING SUPERVISOR [] OF THE NORFOLK FO, AND WORD PROCESSING

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66F-HQ-1078703-62

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Approved B

MRI/JUL

Transmitted

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

^PAGE 2 UNCLAS

PROGRAM MANAGER [REDACTED] OF THE POCA TELLO FO PROVIDE ON-SITE ASSISTANCE WITH THIS PRESENTATION.

TRAVEL ARRANGEMENTS SHOULD BE MADE FOR 2/28/95; PLEASE USE ACS TR# [REDACTED] ROOM RESERVATIONS HAVE ALREADY BEEN MADE AT THE EMBASSY ROW HOTEL, 2015 MASSACHUSETTS AVENUE, NW, WASHINGTON, D.C.

FOR FURTHER INFORMATION REGARDING THIS TRIP, PLEASE CONTACT

[REDACTED] AT (208) 238-0771.

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

PAGE 3

Drafted By: Room/TL #: 1334 Phone No: 5942

COPY DESIGNATIONS:

- 1 - RM 5835
- 1 - RM 5634
- 1 - MR. BRATTON, RM 5845
- 1 - RM 5336D
- 1 - MR. ZACREP, RM 1334
- 1 - IRD FRONT OFFICE, RM 5829

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PRECEDENCE:

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☐ Priority
☐ Routine

CLASSIFICATION:

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☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/19/95

TO : DIRECTOR, FBI

ATTN:

IRD, ROOM 4933;

IRD, ROOM 8391

FROM : BOSTON (242-1) (P)

SUBJECT : AUTOMATED CASE SUPPORT

FILE DESTRUCTION TRAINING/IMPLEMENTATION

BOSTON DIVISION

6/11-17/95

Re telcall to

5/18/95, and mtg

with 4/10/95.

In order to prepare the Boston Division for Automated Case Support (ACS) implementation, file destruction must be current and on-going. Boston, while addressing freeze reports, has been unable to facilitate file destruction due to critical staffing shortages.

FBIHQ has approved the following personnel to travel to Boston to assist in training and file destruction implementation during the week of 6/11-17/95:

IRD, FBIHQ

IRD, FBIHQ

Savannah ITC

Travel arrangements are to be made by individual employees, utilizing FBIHQ (ACS) TR Number

Questions can be referred to the Administrative Officer

617-223-1623.

3 - Bureau

2 - Room 8391

1 - Room 4933

2 - Savannah ITC

2 - Boston

Approved:

Transmitted

(Number)

(Time)

Per

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66F-HQ-1078703-12

DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

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DATE: 6/15/95

^PAGE 1 OF 2

PRECEDENCE:
☐ Immediate
☒ Priority
☐ Routine

CLASSIFICATION:
☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☒ UNCLAS E F T O
☐ UNCLAS

FM DIRECTOR FBI (242-1020665)

TO FBI DETROIT/PRIORITY/

BT

UNCLAS E F T O

CITE: //0420//

SUBJECT: AUTOMATED CASE SUPPORT (ACS) Preimplemental Review CORE GROUP TRAINING.

THE CHICAGO DIVISION IS SCHEDULED TO RECEIVE ACS CORE TRAINING IN THE CHICAGO DIVISION THE WEEK OF JUNE 26, 1995.

TRAINING WILL BEGIN ON MONDAY, JUNE 26, 1995 AT 9:00 A.M. AND CONCLUDE ON FRIDAY AT NOON, JUNE 30, 1995. TRAINING INSTRUCTORS WILL TRAVEL TO CHICAGO ON SUNDAY, JUNE 25, 1995 AND AFTER 3:00 P.M. ON FRIDAY, JUNE 30, 1995.

DETROIT TRAINING INSTRUCTORS ARE REQUESTED TO TRAVEL TO CHICAGO TO PARTICIPATE IN THIS TRAINING. TWO INSTRUCTORS FROM DETROIT ARE AUTHORIZED, PROVIDED DETROIT MANAGEMENT AGREES WITH

66F-HQ-1078703-64

***** FOR COMM CENTER USE ONLY *****

NOTE: Copy Designations Are On The Last Page Of This Teletype!!!

Approved By

MRI/JUL

Transmitted

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

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THIS REQUEST. INSTRUCTORS ARE TO CONTACT [REDACTED]

202/324-5942 FOR HOTEL RESERVATIONS.

PLEASE REFER ALL QUESTIONS TO [REDACTED], FBIHQ, 202/324-

5058.

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

PAGE 3

Drafted By: (7) Room/TL #: 8391 Phone No: 5058

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COPY DESIGNATIONS:

- 1 - RM. 5328
- 1 - RM. 1358
- 1 - RM. 8391
- 1 - RM. 5328
- 1 - RM. 5328
- 1 - 66F-HQ-106-2745

(03/31/95)

FEDERAL BUREAU OF INVESTIGATION

35 489

Precedence: DEADLINE 06/05/1995

Date: 06/05/1995

o: FBIHQ

Attn: [REDACTED]

DIV 4, RM. 8391

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DALLAS

AUTOMATION UNIT

Contact: [REDACTED]

214\922-7367

ved By: [REDACTED]

Drafted By: [REDACTED]

File Number(s): 242-DL-59296 (Pending)

Title: AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW
SECURITY ACCESS AUDIT

Synopsis: Submitting ACS Security Access for ECF, ICM, and UNI

Reference: Automated Case Support Pre-Implementation Review

Enclosures: ICM Security Access List
UNI Security Access List
ECF Security Access List

Details: Dallas Division has completed the Automated Case Support (ACS) Security Access Audit and is enclosing the requested Security Access Lists.

♦♦

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FBI

TRANSMIT VIA:

- ☐ Teletype
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PRECEDENCE:

- ☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

- ☐ TOP SECRET
☐ SECRET
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☐ UNCLAS E F T O
☐ UNCLAS

Date 6/1/95

TO

DIRECTOR, FBI
(ATTN: AUTOMATION SECTION,
SECTION CHIEF GORDON ZACREP, ROOM 1334)

FROM : SAC, HOUSTON (66F-HQ-1078703)

SUBJECT : AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

Enclosed are checksheets provided to Houston for completion.

The following information is noted in addition to checksheets provided:

Records Audits and Conversion Matters

Pages 24 and 25 are attached.

The Houston Division is utilizing Savannah ITC to assist in destroying qualified automated files. On 2/24/95 and again on 3/23/95, Houston furnished Savannah ITC all files which were identified through the FOIMS File Destruction Program as meeting destruction criteria. As of 5/2/95, Savannah had destroyed _____

As of 6/1/95, Savannah advised they were working on LA files. Inasmuch as all files are in the possession of Savannah ITC for destruction, Houston has no further control over the time frames for completion.

66F-HQ-1078

- ② - Bureau (Enc-1)
1 - Houston

(3)

ENCLOSURE

Approved

Transmitted

(Number) (Time)

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All exception reports provided to Houston were reviewed. Where possible, corrections were made on-line. In those instances where assistance was necessary, contact was made with FBIHQ and records were forwarded to FBIHQ for assistance in correcting remaining records. Any remaining corrective action would have to be taken by FBIHQ. Houston will follow with FBIHQ on those reports which were submitted to ensure corrective action was completed.

See "SAC Records" are being retained until 9/1/95 for indexing review. No action has been taken concerning these at this time per Houston's understanding of the instructions provided.

Security Access Audit

Page 29 is attached.

Houston has already submitted the ICM Security Access Forms to FBIHQ.

Technical Evaluation

Page 32 is attached.

A list of Natural Connection users is attached hereto.

Physical files are located in the Beaumont RA, the Corpus Christi RA, and the Texas City RA. These files are pending. Files are also located at the Savannah ITC which provides closed files storage for some files for Houston.

External resources who regularly provide work assistance to Houston are:

ITC Savannah

ITC Butte and CSRC Pocatello have provided assistance in the past and could be used in the future as needed.

Training Matters

Page 35 is attached.

66F-HQ-1078703

Houston has identified training instructors.
Training is scheduled to be held in the Houston office
7/10/95-7/14/95.

No training materials have been provided to Houston
to date.

FBI

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PRECEDENCE:

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☐ Routine

CLASSIFICATION:

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☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/30/95

TO [] : DIRECTOR, FBIHQ (66F-HQ-1078703)
ATTN: HEADQUARTERS ADMINISTRATIVE AUTOMATION
SECTION, CHIEF GORDON ZACREP, ROOM 1334

FROM [] SAVANNAH INFORMATION TECHNOLOGY CENTER (SITC)

SUBJECT : AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

Attached is the Pre-Implementation Review Report for
the SITC. All questions should be directed to CS []
[] SITC, FTS 912/944-0700.

66F-HQ-1078703-67

[] /ENCLOSURE

② - FBIHQ
1 - SITC

[]

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Approved: _____ Transmitted _____ (Number) (Time) Per _____

FBI

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PRECEDENCE:

☐ Immediate
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☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 6/7/95

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TO : DIRECTOR, FBI (67F-HQ-1078703)
(ATTN: ADMINISTRATIVE AUTOMATION SECTION
CHIEF GORDON ZACREP, ROOM 1334)

: SAC, MIAMI (67F-HQ-1078703)

: AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

Re HQ checklist to the Field Office, captioned
"Field Division Check List, Records Audit and Conversion
Matters".

The following are responses to the questions on the
above mentioned checklist:

1. Enclosed is an up-to-date list of the Miami
Field Office RA/Squad Abbreviation Codes to be loaded into the
Tables Application.

2. Miami is currently 90% up-to-date on the
destruction of records. The 80 & 66 administrative
classification matters are the only remaining records to be
addressed.

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4. Miami has completed all corrections to records
on the Exception Reports from FBIHQ.

② - Bureau (Enclosure)
1 - Miami

ENCLOSURE

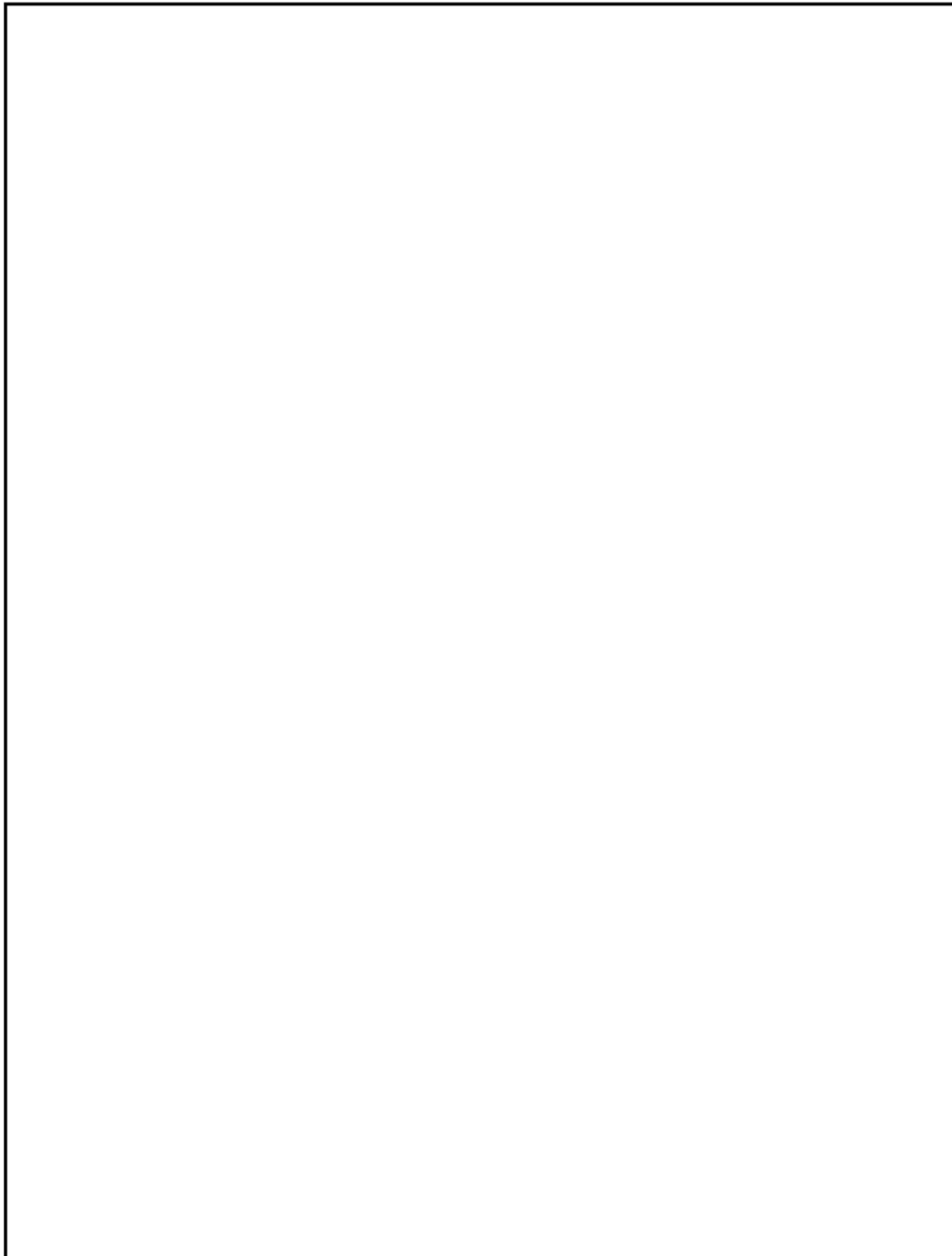
(3)

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Approved: _____ Transmitted _____ Per _____
(Number) (Time)

MIAMI FIELD OFFICE/RA/SQUAD ABBREVIATIONS

b7E



66F-HQ-1078703-68
ENCLOSURE

FBI

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PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
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Date 5/31/95

TO : DIRECTOR, FBI (66F-HQ-1078703)
(ATTN: ADMINISTRATIVE AUTOMATION SECTION,
IEF GORDON ZACREP, ROOM 1334)
FROM : [REDACTED] IC, NEW YORK (66F-NY-1078703)
SUBJECT: AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

ReNYairtel to the Bureau, dated 4/24/95 and captioned
as above.

Attached are latest additions and/or modifications to
the security access list, which was submitted with reference
airtel.

Any questions or problems regarding this access list
should be directed to [REDACTED] MIS, x2775.

2 - Bureau
1 - New York

(4)

CLOSURE

66F-HQ-1078703-69

Approved: _____ Transmitted _____ Per _____
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FBI

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PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

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☐ SECRET
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☐ UNCLAS

Date 5/25/95

T

DIRECTOR, FBI

ATTN:

ROOM #8391

FROM

BUTTE INFORMATION TECHNOLOGY CENTER (ITC)

SUBJECT : ACS SECURITY ACCESS

Attached is a list of Butte ITC personnel, their positions, SSANs, and badge numbers.

For information, all employees will require the following access for the functions indicated:

- 1) ICM: Administrative Officer (AO) access
- 2) ECF: Same as current access
- 3) UNI: Same as current access

Any questions regarding this matter should be referred to Butte ITC Operations Manager [redacted] at telephone #406-496-3806 or Butte ITC Computer Specialist [redacted] at #406-496-3803.

② - Bureau
 2 - Butte ITC

(4)

Approved: _____ Transmitted _____

(Number) (Time)

Per _____

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Room 1334

FBI

TRANSMIT VIA:

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PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/25/95

TO : DIRECTOR, FBI (66F-HQ-1078703)
(ATTN: SECTION CHIEF GORDON ZACREP,
HEADQUARTERS ADMINISTRATIVE
AUTOMATION SECTION, ROOM 1334)

FROM : SAC, HOUSTON (66F-HQ-1078703)

SUBJECT : AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW
BUDED: 6/5/95

Enclosed herewith for the Bureau are access lists
(2) for Houston Division personnel.

The enclosed lists represent Special Access for
designated personnel as well as access to ICM as set forth in
the ICM Security Access Profiles for Houston Division
personnel.

66F-HQ-1078703-21

② - Bureau (Encs. 2)
1 - Houston

(3)

Approved

Transmitted

(Number) (Time)

Per

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FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 6/5/95

T [redacted] Investigative Resources Division Attn: Section
C [redacted] Gordon
[redacted] acrep

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Investigative Resources Division Attn: [redacted]
[redacted]

From: San Diego

Automation Office

Contact: CS [redacted] 619-514-5646

File Number: 66F-HQ-1078703

Document Content: ICM Security Access List

Title: ① Automated Case Support

Details: Enclosed is the ICM Security Access List for San Diego. Please note that [redacted] has not been assigned an [redacted]

b7E

Drafted By: [redacted]

Approved By: [redacted]

66F-HQ-1078703-72

encl 1 ENCLOSURE

FBI

TRANSMIT VIA:

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☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 6/5/95

T [] : DIRECTOR, FBI (66F-HQ-1078703)
ATTN: CHIEF GORDON ZACHREP, ROOM 1334
HEADQUARTERS ADMINISTRATIVE AUTOMATION
SECTION

FROM : SAC, LITTLE ROCK OFFICE (66F-HQ-1078703)

SUBJECT : AUTOMATED CASE SUPPORT (ACS)
PRE-IMPLEMENTATION REVIEW

Re Little Rock airtel to the Bureau dated 4/28/95.

Enclosed is the ACS Pre-Implementation Review
checklist concerning the ACS TECHNICAL EVALUATION.

This checklist was completed by CS []
[] of the Little Rock divisions and she should be
contacted if any further information is required concerning
this matter.

② - Bureau (Encl. 1 [])
1 - Little Rock
[]

(3)

66F-HQ-1078703-73

Rm. 1334

Approved: []

Transmitted

(Number) (Time)

Per []

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FBI

TRANSMIT VIA:

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☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 6/8/95

T : DIRECTOR, FBI (66F-HQ-1078703)
ATTN: ADMINISTRATIVE AUTOMATION SECTION
CHIEF GORDON ZACREP, ROOM 1334

FROM : SAC, MINNEAPOLIS (242-1 Sub I)

SUBJECT : AUTOMATED CASE SUPPORT (ACS);
PRE-IMPLEMENTATION REVIEW
MINNEAPOLIS DIVISION

Re MP airtel to FBIHQ dated 5/1/95.

Enclosed for FBIHQ are the remaining documents supporting the Technical Evaluation and Records Evaluation Requirements relative to ACS implementation.

If you have any questions regarding the Technical Evaluation, please contact CS at 612-376-3326. Any questions regarding the Records Evaluation should be directed to File Supervisor at 612-376-3309.

Minneapolis apologizes for not providing this information with the previously submitted Security Evaluation Audit.

66F-HQ-1078703-74

3 - Bureau (Encl.)
2 - Minneapolis

(5)

Approved:

Transmitted

(Number) (Time)

Per

35

DATE: 5/1/95

TO: All SACs
All LEGATs
El Paso Intelligence Center (EPIC)
RCA, Northeast Regional Computer Support Center (NERCSC)
RCA, Western Regional Computer Support Center (WRCS)
Butte Information Technology Center (BITC)
Savannah Information Technology Center (SITC)
National Drug Intelligence Center (NDIC)

IMPLEMENTATION

Being sent to your office, at a later date, by separate cover are:

- One floppy disk containing the Electronic Communication macro and the Top Secret (TS)-EC macro, as well as associated macros, which have been developed in WordPerfect 5.1 for DOS. *66F-HQ. 1078703-*
- One laminated Quick Dictation Guide for each Agent.
- One EC training guide for personnel involved in the transcription and/or dictation containing instructions for transcription and dictation, as well as examples of the EC and the TS-EC.

66F-HQ. 1078703-75

Enclosure ENCLOSURE

Dep. Dir. 1 - Each Assistant Director 1 **Director**
 Chief of Staff ()
 Off. of Gen. Counsel 1 - Room 7240
 Asst. Dir.: 1 - Room 7901
 Crim. Inv. 1 - Room 7427
 CJIS 1 - Room 5336D
 Finance 1 - Room 5336H
 Info. Res. 1 -
 Insp. 1 -
 Lab. 1 -
 National S. Personnel 1 -
 Training 1 -
 Off. of EEOA 1 -
 Off. of Public & Cong. Affs. 1 -
 Director's Office 1 -

APPROVED: _____

Crim. Inv. _____
 Crim. Jus. Inf. _____
 Servs. _____

```

1 - [REDACTED] Room 5336C
1 - [REDACTED] Quantico
1 - [REDACTED] Room 7176
1 - [REDACTED] Room 7176
1 - [REDACTED] Room 7176
1 - [REDACTED] Room 7176
1 - [REDACTED] Room 7176
1 - [REDACTED] Support Group, Room 5991
1 - [REDACTED] Desk, Room 5447
1 - [REDACTED] , WRCS

```

APPROVED:

APPROVED: _____

Crim. Inv. _____ Info. _____
Crim. Jus. Info. _____ Inspection _____ Chief of EEO
Srvs. _____ Laboratory _____ Affairs _____
Director _____ Finance _____ National Sec. _____ Office of Public &
Deputy Director _____ Gen. Counsel _____ Personnel _____ Cong. Affairs _____

b6
b7C

FBI/DOJ

Airtel to All SACs, All LEGATs, EPIC, NERCSC, WRCSC, BITC, SITC, NDIC,
dated 5/1/95

Re: Automated Case Support (ACS)
Electronic Communication (EC)
66F-HQ-1078703

Effective 6/1/95, the Electronic Communication will be the official communication sent from FBIHQ to an office, from an office to FBIHQ, and from one office to another.

As set forth in referenced airtel, the EC is a standardized word processing macro format developed to replace traditional internal FBI correspondence (i.e., airtels, memoranda, SCF, and letters). Eventually, the EC will replace the use of teletypes. It is to be used in the preparation of unclassified, sensitive, and Secret documents. It is not meant to replace FBI Memorandum to the Attorney General and other Department officials. As an integral part of the ACS, the EC supports full text retrieval into Electronic Case File (ECF). The EC facilitates the automated uploading of lead information through structured fields into Investigative Case Management. In the future, the EC will also allow for automatic uploading of indexing information into Universal Indices.

The EC format was developed by a task force of employees familiar with word processing needs and technical equipment requirements. The actual EC macro was developed by a Computer Specialist in the Microcomputer Support Unit, Operations Management Section, Information Resources Division. This macro utilizes a series of menus and prompts to guide the user through document preparation. The macro then programs formatting for the mandatory fields and places optional administrative data such as classification markings, file numbers, and section headings, in the proper location on the document. The macro also places the Property Statement on the bottom of the first page of the document. The macro embeds special formatting such as page number, bolding, and underlining where needed.

The EC has been successfully piloted in the Norfolk and Detroit Divisions and presented to 41 field offices. Based upon ideas, input, and suggestions received from these offices, the EC has been revised and is now ready for use throughout the FBI.

The Field and FBIHQ Correspondence Guides set forth specific rules for preparation of the memo, letter, and airtel. Until such time as these guides and other manuals are revised, the preparation rules in the EC training guide supersede previous rules. As stated in the training guide, names of persons and/or organizations are to be typed in initial caps, with the exception of the title area.

Airtel to All SACs, All LEGATs, EPIC, NERCSC, WRCSC, BITC, SITC, NDIC,
dated 5/1/95

Re: Automated Case Support (ACS)
Electronic Communication (EC)
66F-HQ-1078703

Bureau-approved abbreviations, code words, and commonly used abbreviations may be used provided they are spelled out in full, followed by the abbreviation or code word in parentheses the first time. Thereafter, the code word or abbreviation may be used in that communication without spelling out the complete words. This requirement does not apply to Bureau-approved abbreviations of code words used for:

- (a) The title and character of the case
- (b) Special Agent in Charge
- (c) Assistant Special Agent in Charge
- (d) Special Agent
- (e) Various abbreviations of the "Reference is made to" phrases, such as Reurlet, Relet, ReBucal, etc.

When preparing the EC for distribution at this time, all copies should be printed on white paper, with two copies for each recipient and one copy to remain in the sending office.

TOP SECRET ELECTRONIC COMMUNICATION (TS-EC)

Based upon security concerns, another macro was developed for preparing Top Secret and/or SCI material. The macro is named TS-EC. To ensure conformity, this TS-EC is to be utilized to prepare this classified material and is to be placed in the appropriate [redacted]

[redacted] The attached EC training guide sets forth the necessary features and prompts to utilize this macro.

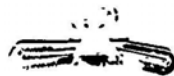
b6
b7C
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[redacted]
If there are any questions or issues regarding these communications, contact [redacted]

[redacted] WRCSC, telephone number (208) 238-0771.

The Windows version of these WordPerfect macros will be released shortly.

28K-90
9 X 12



FEDERAL BUREAU OF INVESTIGATION

Precedence:

Date:

To:

Attn:

From:

Contact:

Approved By:

Drafted By:

File Number(s): 66F-HQ-19164

Title:

**ARMED AND DANGEROUS
SUICIDAL TENDENCIES
ESCAPE RISK**

Synopsis:

Previous Title:

Reference:

Request of FBIHQ:

Administrative: All persons interviewed were furnished the appropriate provisions of the Privacy Act. Express promises of confidentiality, both limited and unlimited, have been granted to the following individuals:

Package Copy: Being forwarded under separate cover

Enclosures:

Details:

Descriptive Data:

**GRAND JURY MATERIAL - DISSEMINATE ONLY PURSUANT TO
RULE 6(e) FED.R.CRIM.P.**

To: From:
Re: 66F-HQ-19164,

Main Subject

Race:
Sex:
Name -
 Last:
 First:
 Middle:
 DDN:
DOB:
POB:
 #:
Event Date:
Alias(es):
 Last:
 First:
 Middle:
 DDN:
Address -
 House #:
 Pre Direction:
 Street Name:
 Street Suffix:
 Post Direction:
 City:
 State:
 Postal Code:
 Country:
Phone:
Miscellaneous -

Reference

Race:
Sex:
Name -
DOB:
POB:
 #:
Event Date:
Alias(es):
 Last:
 First:
 Middle:
 DDN:
Address -
 House #:
 Pre Direction:

To: From:
Re: 66F-HQ-19164,

Street Name:
Street Suffix:
Post Direction:
City:
State:
Postal Code:
Country:
Phone:
Miscellaneous -

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 5/22/95

378

: DIRECTOR, FBI
ATTENTION: ~~GORDON ZAGREP, ROOM~~

: SAC, Denver (66F-HQ-1078703)

① AUTOMATED CASE SUPPORT (ACS)
USER ACCESS LIST

The following individuals will need special access
for ECF and UNI as indicated. Any questions, please contact
AO [redacted]

[Large redacted area]

② - Bureau
1 - Denver

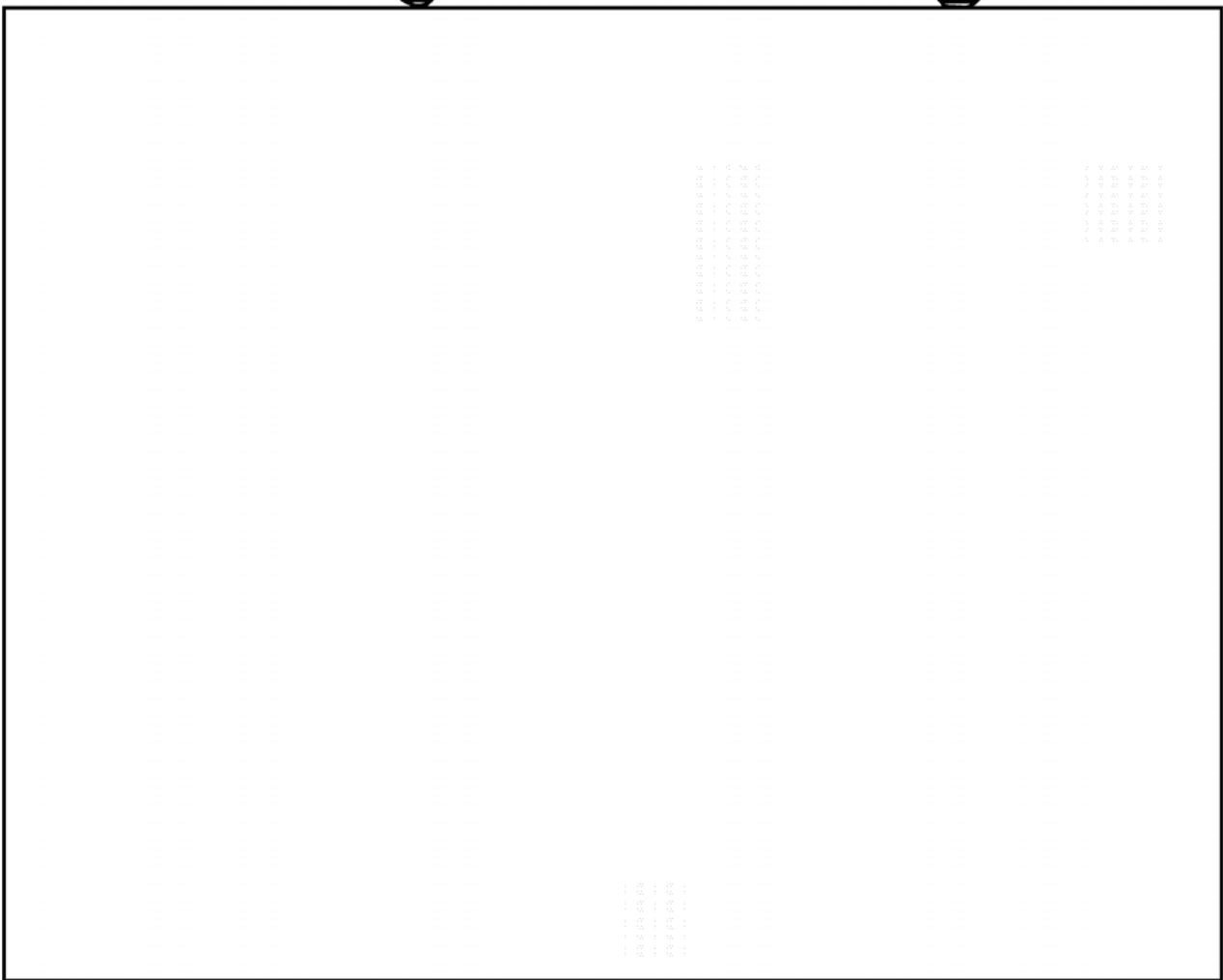
[redacted]
(3)

66F-HQ-1078703-16

Approved: _____ Transmitted _____ Per _____
(Number) (Time)

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b7C
b7E

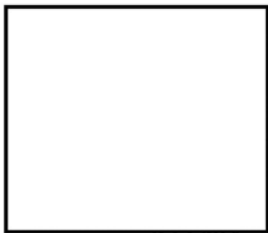
b6
b7C
b7E



(03/31/95)

FEDERAL BUREAU OF INVESTIGATION

37 445



ence [redacted] TY

Date: 06/08/1995

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b7C

BIHQ [redacted] tion Resource Division Attn: [redacted]

oom [redacted]
avan [redacted] mation Technology Center Attn: [redacted]

From: Birmingham

Contact: [redacted], Ext. 227

Approved By: [redacted]

Drafted By: [redacted]

File Number(s): 66F-HQ-1078703 (Pending)
242-BH-43932

Title: AUTOMATED CASE SUPPORT (ACS)
CORE GROUP TRAINING
SAVANNAH ITC
AUGUST 13 - 18, 1995

Synopsis: Confirmation of training attendees

Details: The following employees will attend captioned in-service.



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HA-1078703-77

♦♦



To: FBIHQ, Information Resource Division From: Birmingham
Re: 66F-HQ-1078703 , 06/08/1995

FEDERAL BUREAU OF INVESTIGATION

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221

Precedence [redacted] LINE

Date: 07/06/1995

To: ✓ [redacted]

Attn [redacted]

Zacrep, Room 1334

From: [redacted]

Contact: [redacted]

x 7380

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b7C

Approved By: [redacted]

Drafted By: [redacted]

File Number(s): 66F-HQ-1078703 ✓

Title: AUTOMATED CASE SUPPORT (ACS) PRE-IMPLEMENTATION MATTERS

Synopsis: Results of tasks completed and progress made in ACS pre-implementation.

Enclosures: 6 Exception Reports

Details: Dallas reports the following in regard to ACS pre-implementation:

* All necessary modifications related to exception reports have been completed. Report on SEE SAC records is held until implementation.

* Destruction of automated records is in progress and will be completed prior to 9/1/95.

* FOIMS Personnel Purge is run each month.

* FOIMS Tables application listing Field Office/RA/Squad is accurate.

66F-HQ-1078703-78

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1334

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 6/26/95

TO : DIRECTOR, FBI (66F [redacted] 3703)
FROM : SAC, CHARLOTTE (66 [redacted] 100)
SUBJECT : AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW
MATTER

Re Charlotte airtel to the Bureau, 5/2/95.

Enclosed herewith for the Automation Section are copies of the Duplicate Index-Keys list dated 2/17/95; the Truename Errors list dated 2/17/95; and the revised UNI. "Truename Errors" exception report dated 5/15/95, that have been completed.

The Charlotte Division continues its efforts to complete as much during the pre-implementation review as possible to allow for a smoother transition to Automated Case Support.

1 - Bureau (Encl. 3)
1 - Charlotte

[redacted]
(3)

66F-HQ-1078703-79

Approve

Transmitted

(Number) (Time)

Per

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FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 7/10/95

TO : DIRECTOR, FBI (66F-HQ-10787
ATTN: ADMINISTRATIVE AUTOMA
SECTION CHIEF GORDON

SECTION,
ROOM 1334

FROM : SAC, CHARLOTTE (66F-HQ-1078

SUBJECT : SECURITY ACCESS FOR ICM
ACS MATTERS
CHARLOTTE DIVISION

RE Charlotte airtel to FBIHQ, dated 4/28/95.

The following personnel need to be added to the ICM and special access list for the
Charlotte Division:

3 - Bureau /
1 - Charlotte

(4)

Approved

Transmitted

(Number) (Time)

Per

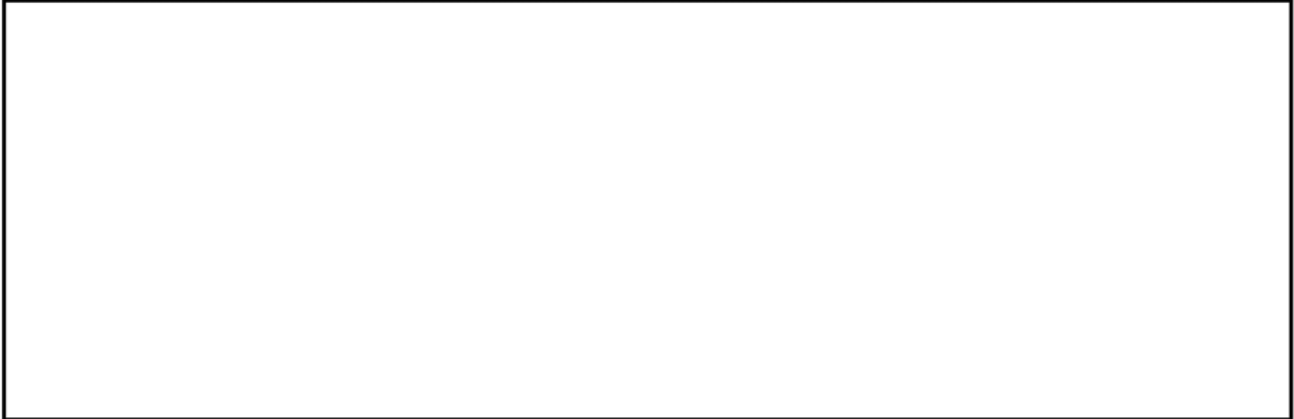
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b7C
b7E

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b7C

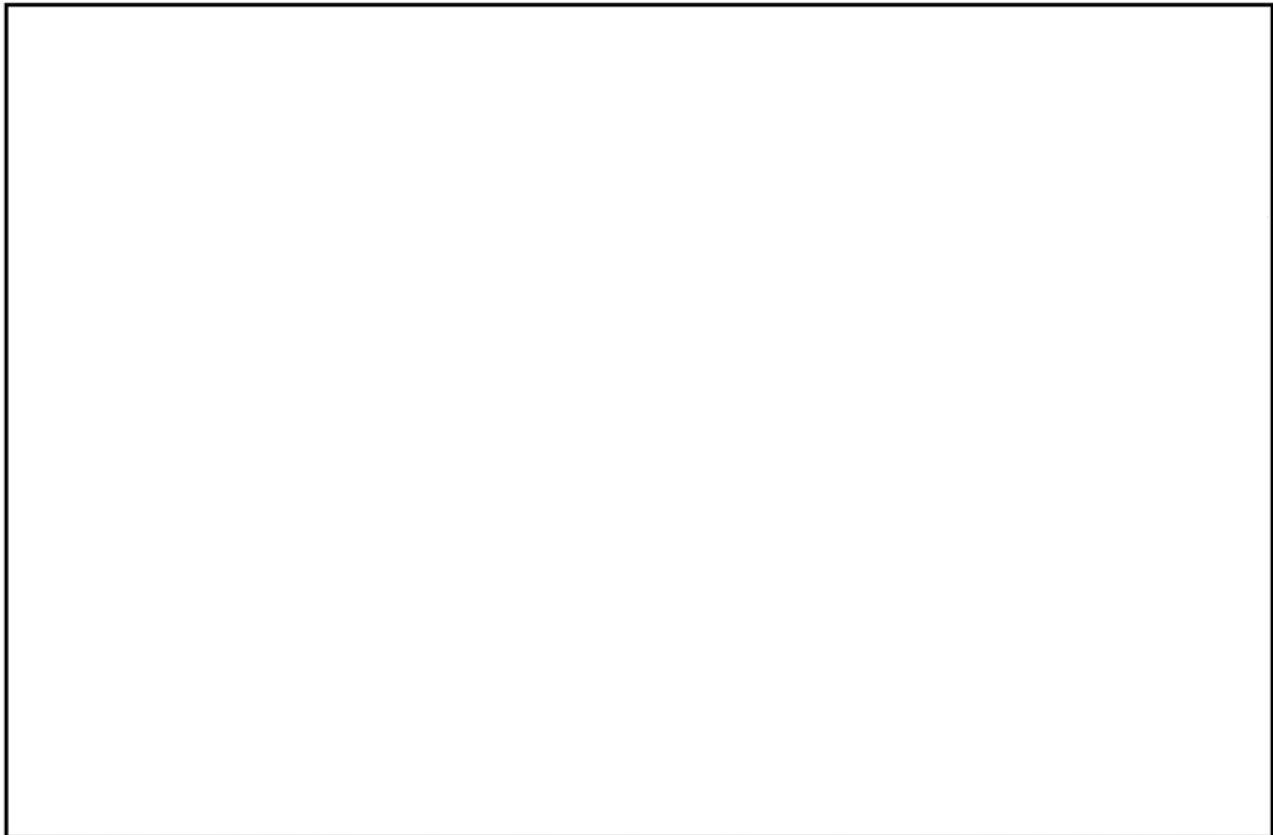
66F-HQ-1078703

The following personnel need to be deleted from the ICM and special access list for the Charlotte Division:

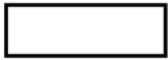
A large rectangular box with a black border, representing a redacted area where the names of personnel to be deleted would have been listed.

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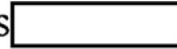
The following changes need to be made to the ICM and special access list for the Charlotte Division:

A large rectangular box with a black border, representing a redacted area where the details of changes to the ICM and special access list would have been listed.

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Questions regarding the above changes may be directed to ISA/CS



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(03/31/95)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 07/14/1995

To: FBIHQ

Attn: Headquarters Administrative
Automatic [redacted] ion,
Chief Gor [redacted] crep, Room 1334

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b7C

From: ADIC, WMFO

Co [redacted] **ct:** SAS [redacted]

Approved By: [redacted] O [redacted]

Drafted By: FS [redacted]

File Number(s): 66F-HQ-1078703 (Pending)

Title: AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION SURVEY

Synopsis: Results of Automated Case Support (ACS) Survey for the Washington Metropolitan Field Office.

Reference: Automated Case Support Pre-Implementation Survey/Review, received in May 1995.

Enclosures: 14 pages - Field Office Truename Errors, 10 pages - Alexandria Truenames, 37 pages - Field Office Duplicate Index-Keys, 41 pages - WF Truename, and ECR Conversion Exception Report - Washington Metropolitan Field Office Division

Details: The above items are being forwarded to FBIHQ for review/documentation. The Washington Metropolitan Field Office contacted [redacted] FBIHQ, several times, for assistance in completing this portion of the survey. Further documentation will be forward upon completion.

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/ 2 - Bureau
2 - WMFO
(1 - 66-)
(1 - 66F-HQ-1078703)

(4)

[redacted]

66F-HQ-1078703-81

FEDERAL BUREAU OF INVESTIGATION

35

Precedence: PRIORITY

Date: 07/21/1995

To: ALL DIVISIONS Attn: Assistant Directors,
SACs,
Administrative Officers (AOs),
Information Systems Administrators
(ISAs)

From: Information Resources Division
National Security Division
Criminal Investigative Division
Cor [redacted] Gordon N. Zacrep, 202-324-5942

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Approved By: [redacted]

Drafted By [redacted]

File Number: 66F-HQ-1078703

Title: Automated Case Support (ACS) Implementation Plans

Synopsis: Plans for a full operational ACS test starting 9/5/95 with final implementation of ACS 10/10/95 are provided in detail.

Details: The implementation of the ACS was previously targeted for 9/5/95, however a number of issues have arisen which put a successful implementation at this time at risk. All headquarters and field components have indicated a technical readiness for 9/5/95 but feel they do not have sufficient time to fully test the effectiveness of their training and the accuracy of their converted data by 9/5/95. Therefore on 9/5/95 the full ACS system will be implemented Bureau-wide for a full scale operational test. Each office will be able to verify all employees' sign-ons, review all their current data for accuracy and completeness, and assess training effectiveness. This will also be a final test to discover any remaining software problems. In the month following the week of periodic testing, all anomalies will be corrected and any training deficiencies resolved. Then ACS will be implemented Bureau-wide on 10/11/95 for full utilization and FOIMS operations will cease.

66F-HQ-1078703-82

One of the major issues involved the delay of equipment deliveries. These delays prompted contractual action against the vendors. Additionally, the manufacturer recalled the removable disk storage devices causing installation delays. Technical

100 copies sent to Mail Room 7/21/95

To: ALL DIVISIONS From: Information Resources Division
Re: 66F-HQ-1078703, 07/21/1995

design errors in these storage devices have made the replacement of these drives a substantial work effort for the field computer specialists (CS). Tiger teams are being deployed to all field offices to provide assistance to the CS's with the installation of the replacement of the removable disk storage devices. A tentative completion date for this replacement effort is 8/31/95.

The AO Advisory Committee has expressed concerns about the impact of the ACS implementation on the field office staffs, citing the reactive nature of much of their work and the rapidly changing demands on the field office resources. The AO Committee therefore strongly concurs with an operational test to establish the final readiness of all components of the ACS.

In May 1995 the Electronic Communication (EC), was distributed to all FBI Headquarters Divisions and all Field Offices via airtel with an enclosure consisting of a floppy disk containing the EC macro and multiple copies of the EC Guide and laminated dictation card. The EC is an important component of the ACS in that it will provide for the uploading of FBI generated documents for full text searching and the automatic routing of leads to appropriate offices. The EC will replace the Airtel, letter and memorandum formats currently in use by the FBI. In many instances the enclosures were separated from the airtel resulting in confusion about when and how the EC was to be installed and implemented. Hence, few offices have begun using the EC. It is important that all divisions install and implement this macro by 8/31/95 to provide the necessary infrastructure for the ACS.

The ACS was piloted in the Norfolk, Detroit, and Omaha Field Divisions. Each pilot was successful but, as expected, brought to light various anomalies requiring modifications to the software. In early July 1995, the FOIMS Case, Index and Serial databases, as well as the Headquarters General Indices, were converted to ACS. This resulted in a [REDACTED]

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[REDACTED] It is imperative that these records be reviewed for validity by the entity that created the original records. Furthermore, beginning 7/31/95, selected offices will be contacted to assist in large-scale volume and stress testing of the ACS. This testing will confirm that the software and network components have acceptable response times with large numbers of concurrent users.

In summary, the final step in the transition to ACS will be an FBI-wide operational test, now being targeted for 9/5-8/95. All offices must have sufficient personnel trained by that

To: ALL DIVISIONS From: Information Resources Division
Re: 66F-HQ-1078703, 07/21/1995

date so all squads can actively participate in the operational testing. During this operational test period, all sign-ons, database tables and records conversion will be tested. Full instructions for all operational test matters will be forthcoming under separate communication. All issues identified during the operational test will be resolved to allow for cutover to ACS on 10/10/95.

The following table summarizes the tasks required for ACS implementation.

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To: ALL DIVISIONS From: Information Resources Division
Re: 66F-HQ-1078703, 07/21/1995

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FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 7/18/95

TO : DIRECTOR FBI (ATTN: ADMINISTRATIVE INFORMATION SECTION, CHIEF GORDON CREP, ROOM 1334)

FROM [REDACTED], BUFFALO (66F-HQ-1078703)

SUBJECT ADMINISTERED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW
ECF CONVERSION EXCEPTION REPORT

For the information of FBIHQ, Administrative Automation Section, the Buffalo Division has corrected the discrepancies as noted on the ECF Conversion Exception Report. The only corrections not made are listed by file number below. In each of the listed file numbers, the reason no corrections were made was because these particular cases had been consolidated more than one time and the dates and serial numbers do not match. Per telephone call between IMA [REDACTED] [REDACTED] Buffalo Division, and [REDACTED] FBIHQ, Buffalo was informed that FBIHQ would handle these discrepancies.

2 - Bureau (Encs 4)
2 - Buffalo

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Approved: _____ Transmitted _____ (Number) (Time) Per _____

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Memorandum

35 30 ✓



Dep. Dir. _____
 ADD Adm. _____
 ADD Inv. _____
 Asst. Dir.: _____
 Adm. Servs. _____
 Crim. Inv. _____
 CJIS _____
 Info. Mgmt. _____
 Insp. _____
 Intell. _____
 Lab. _____
 Legal Coun. _____
 Tech. Servs. _____
 Training _____
 Off. of EEOA _____
 Off. of Liaison _____
 & Int. Affs. _____
 Off. of Public _____
 & Cong. Affs. _____
 TQM Office _____
 Telephone Rm. _____
 Director's Office _____

To [Redacted] . Baugh

Date 3/27/95

From [Redacted]

Subject : AUTOMATED CASE SUPPORT IMPLEMENTATION

PURPOSE: To recommend FBI-wide implementation of the Electronic Communication (EC).

DETAILS: As a result of a Quality Action Team comprised of Field and FBIHQ personnel, the Standard Communication Format (SCF), which was piloted in Las Vegas and Norfolk, was substantially revised, streamlined, and enhanced. This new format has been named the EC.

The EC has been piloted in Norfolk and Detroit. Based on the findings of these pilots and additional studies by selected AOs and Field personnel, it is recommended that the EC be implemented throughout the FBI.

Enclosed is a copy of the EC format.

RECOMMENDATION: That the EC be implemented FBI-wide.

APPROVED:

Director

Deputy Director

Crim. Inv.

Crim. Jus. Info.

Ser.

Finan

Info.

Inspe

Laboratory

Legal Counsel

National Sec.

Personnel

Training

Off. of EEO

Affairs

Off. of Public

& Cong. Affs.

ENCLOSURE

Enclosure

66F-HQ-1078703

- 1- IRD Front Office, Room 5829
- 1- [Redacted] Room 5835
- 1- [Redacted] Room 5336D
- 1- [Redacted] Room 5634
- 1- Mr. Bratton, Room 5845
- 1- Mr. Zacreb, Room 1334
- 1- [Redacted] Room 1358
- 1- [Redacted] WRCS

(9)

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66F-HQ-1078703-84

(09/19/94)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 02/24/1995

To: Detroit
Norfolk

Attn: SAS [redacted]
Attn: Typing Supervisor [redacted]

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From: WRCSC

Room#: 146

Contact: [redacted]

File Number(s): 66-HQ-19164

Document Content: Information regarding use of the EC within the two divisions

Title: ELECTRONIC COMMUNICATION
AUTOMATED CASE SUPPORT
IMPLEMENTATION

Reference: Bureau teletype to SACs Detroit and Norfolk dated 2/24/95.

Synopsis: Sets forth in detail procedures for use of the Electronic Communication within the Detroit and Norfolk Field Offices

Details: This is a mandatory section.

Indexing:

Main Subject

Race:

Sex:

Name -

Last:

First:

Middle:

DDN:

DOB:

Social Security #:

Address -

House #:

Street Name:

City:

State:

Postal Code:

Phone:

Reference

Race:

Sex:

[Large redacted area]

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66-140-15782-84
ENCLOSURE

To: Detroit From: WRCSC
Re: 66-HQ-19164, 02/24/1995

Name -
Last:
First:
Middle:
DDN:

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b7C

Miscellaneous -
Supervisory Administrative Specialist - Detroit Field
Office

Drafted By:

Approved By:

To: Detroit From: WRCSC
Re: 66-HQ-19164, 02/24/1995

LEAD(s):

SET LEAD 1:

Detroit

AT Detroit, Michigan

Once approved, begin using the Electronic
Communication within your division.

SET LEAD 2:

Norfolk

AT Norfolk, Virginia

Once approved, begin using the Electronic
Communication within your division.

SET LEAD 3:

Norfolk

AT Virginia Beach, Virginia

CC: 1- AO
1- Typing Supervisor
1- Telecommunications Manager

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b7E

♦♦

To: Detroit From: WRCSC
Re: 66-HQ-19164, 02/24/1995

INTERNAL COPY COUNT SHEET

CC: 1- AO [redacted]
1- Typing Supervisor [redacted]
1- Telecommunications Manager [redacted]

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FEDERAL BUREAU OF INVESTIGATION

86 221
158

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b7C

Precedence: PRIORITY

Date: 08/04/1995

To: Adm. Automation Section **Attn:**

rdon Zacrep

Charlotte

Contact: AO

Ext. 601

Approved By:

Drafted By:

File Number(s): 66F-HQ-1078703
66F-CE-73400

Title: AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

Synopsis: Review of ECF Conversion Exception Reports completed.

Reference: ECF exception reports submitted to Charlotte on 7/19/95 for review and correction.

Enclosures: Enclosed herewith for the Automation Section is copies of the ECF Conversion Exception Report run on 7/5/95. ~~ATTACHED~~ thereto for assistance of FBIHQ is information obtained during review regarding an "old" consolidation record.

Details: To date, the Charlotte Division has completed its review and made necessary corrections to all ECF Conversion Exception Reports provided by FBIHQ.

66F-HQ-1078703-85

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1334

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 08/4/1995

To: All SACS

Attn: Administrative Officer
ACS Core Trainers
Computer Specialists

From: IRD

Contact:

202-324-5957

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Approved By: Zacrep Gordon

Drafted By:

Case ID #: 66F-HQ-1078703

Title: Automated Case Support (ACS) ✓

Synopsis: Communication provides answers to recurring questions that have come up subsequent to ACS training.

Details: The purpose of this communication is to provide information regarding recurring questions that have been encountered subsequent to Automated Case Support (ACS) Core Training sessions.

These questions pertain to the following:

- ☐ Use of the Electronic Communication (EC)
- ☐ Document Management
- ☐ Lead Handling

66F-HQ-1078703-86

What is the EC and when should we start using it?

The Electronic Communication (EC) is a WordPerfect macro that replaces AIRTELS, Letters and Memorandum and is intended to be used with ACS. When ACS is fully implemented the EC will be directly uploaded into the Electronic Case File (ECF) application, allowing the text to be fully searchable. At the same time, leads contained in the EC will be electronically routed to the appropriate lead office via the Investigative Case Management (ICM) application.

To: All ACS From: IRD
Re: 66F-HQ-1078703, 8/4/1995

The EC was distributed Bureau-wide May, 1995 via AIRTEL with an enclosed diskette. All Divisions should commence using the EC as soon as possible.

How do we handle document management?

The process of moving documents internally around the office and resident agencies is to be accomplished in one of two methods. The primary method [redacted]

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The second method [redacted]

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Do we still need hard copies?

With the implementation of ACS [redacted]

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What documents will be stored in ACS?

The ECF will be used to [redacted]

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What do we do with Top Secret or very sensitive documents?

To: All ACS From: IRD
Re: 66F-HQ-1078703, 8/4/1995

[Redacted]

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When access to a case is restricted by ICM, documents in that case are also limited to those who have access to the case.

What does it mean that there will be no AO's?

[Redacted]

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How do we handle leads?

For each lead routed to your office, [Redacted]

[Redacted]

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Additional information regarding these topics will also be available at the 1995 Automation Conference, where there will be classes on all ACS applications with hands-on sessions available, and an ACS Policy Forum.

DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

201

TRANSMIT VIA:

☒ Teletype

DATE: 11/2/95

^PAGE 1 OF 2

PRECEDENCE:

☒ Immediate☐ Priority☐ Routine

CLASSIFICATION:

☐ TOP SECRET☐ SECRET☐ CONFIDENTIAL☒ UNCLAS E F T O☐ UNCLAS

FM DIRECTOR FBI (66F-HQ-1078703)

TO ALL FBI FIELD OFFICES/IMMEDIATE/

ALL LEGATS/IMMEDIATE/

BT

UNCLAS E F T O

CITE: //0435//

PASS: ATLANTA PASS TO SAVANNAH INFORMATION TECHNOLOGY CENTER,

SALT LAKE PASS TO BUTTE INFORMATION TECHNOLOGY CENTER.

SUBJECT: ① AUTOMATED CASE SUPPORT (ACS).FBIHQ HAS DETERMINED THAT THERE IS SOME CONFUSION REGARDING
WHICH OFFICE SHOULD SERIALIZE OUTGOING DOCUMENTS. [REDACTED]

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[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

66F-HQ-1078703-91

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Approved By [REDACTED]

MRI/JUL

Transmitted

NOV 2 1995

ISN [REDACTED]

DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

^PAGE 2 UNCLAS E F T O

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[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

THIS INFORMATION SHOULD BE BOUGHT TO THE ATTENTION OF ALL
EMPLOYEES WITHIN YOUR OFFICE RESPONSIBLE FOR SERIALIZING
DOCUMENTS.

ALL QUESTIONS SHOULD BE DIRECTED TO THE ACS HOTLINE AT
1-800-324-6224.

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

PAGE 3

Drafted By: [] Room/TL #: 5336G Phone No: 4748

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COPY DESIGNATIONS:

- 1 - [] Room 7142
- 1 - Each Assistant Director
- 1 - IRD Front Office, Room 5829
- 1 - [] Room 5336D
- 1 - Mr. Zacreps, Room 1334
- 1 - [] Room 6028
- 1 - [] Room 7240
- 1 - [] Room 7901
- 1 - [] Room 7176
- 1 - [] Room 7176
- 1 - [] Room 7176
- 1 - [] Room 7176
- 1 - [] [] Room 7176
- 1 - Manuals Desk, Room 5447
- 1 - [] Room 5336F
- 1 - [] Room 1334

DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

460
43

TRANSMIT VIA:

☒ Teletype

DATE: 11/6/95

^PAGE 1 OF 4

PRECEDENCE:

☐ Immediate
☒ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☒ UNCLAS E F T O
☐ UNCLAS

FM DIRECTOR FBI (66F-HQ-1078703)

TO ALL FBI FIELD OFFICES/PRIORITY/

FBI WRCSC/PRIORITY/

FBI NECSC/PRIORITY/

BT

UNCLAS E F T O

CITE: //0440//

PASS: FBI ATLANTA PASS TO SAVANNAH; FBI SALT LAKE CITY PASS TO
BUTTE; PERSONAL ATTENTION SAC/AO.

SUBJECT: AUTOMATED CASE SUPPORT (ACS)

WORKING SESSION TO RESOLVE PROCEDURAL ISSUES/QUESTIONS.

DUE TO NUMEROUS TELEPHONE CALLS REQUESTING IMMEDIATE ON-SITE
ASSISTANCE TO ANSWER POLICY AND/OR TRAINING QUESTIONS RELATED TO
ACS, A TWO DAY SEMINAR/WORKING SESSION WILL BE HELD IN OMAHA,
NEBRASKA 11/13-14/1995.

66F-HQ-1078703-96

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Approved By

MRI/JUL

Transmitted

NOV 6 1995

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

^PAGE 2 UNCLAS E F T O

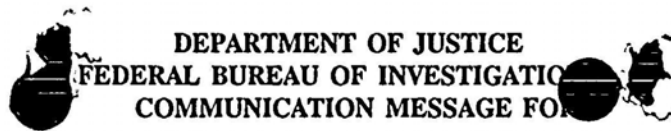
EACH OFFICE IS REQUESTED TO SEND THEIR PRIMARY ACS REPRESENTATIVE WHO FUNCTIONS AS THEIR LOCAL ACS SUBJECT MATTER EXPERT. THE PURPOSE OF THE WORKING SESSION IS TO CLARIFY ANY ISSUES REGARDING POLICIES/PROCEDURES, TO ANSWER ALL QUESTIONS THAT HAVE ARISEN SINCE ACS IMPLEMENTATION AND TO PROVIDE UPDATES ON ALL FIXES MADE TO-DATE.

THE TOP 15 FIELD OFFICES ARE PERMITTED TO SEND 2 ACS REPRESENTATIVES WHILE OTHER RECEIVING OFFICES WILL BE LIMITED TO ONE REPRESENTATIVE. (THIS IS DUE TO LIMITATIONS ON AVAILABLE HOTEL SPACE AND TRAVEL FUNDING.) EACH OFFICE REPRESENTATIVE SHOULD TRAVEL TO OMAHA, NEBRASKA ON SUNDAY 11/12/1995 AND SCHEDULE DEPARTURE FOR AFTER NOON ON TUESDAY 11/14/1995. THE TR# FOR THIS SESSION IS TR# [REDACTED]

RESERVATIONS SHOULD BE MADE AT THE OMAHA MARRIOTT, 10220 REGENCY CIRCLE, OMAHA, NEBRASKA, 402-399-9000. [REDACTED]

[REDACTED] RESERVATIONS SHOULD BE MADE ASAP, BY COB 11/8/1995. TRANSPORTATION FROM THE AIRPORT IS BY ANY LOCAL TAXI CAB. THE MARRIOTT HAS AN AGREEMENT WITH ALL LOCAL CABS THAT THE TRIP RATE TO THE MARRIOTT FROM THE AIRPORT IS \$16.30. YOU MUST TELL THE TAXI CAB DRIVER THAT YOU WANT THE

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^PAGE 3 UNCLAS E F T O

SPECIAL FARE FOR THE MARRIOTT. THIS IS A TRIP FARE AND MAY BE SPLIT AMONG ANY NUMBER OF PASSENGERS.

MEETINGS WILL BEGIN PROMPTLY AT 8:30AM ON MONDAY 11/13/1995 IN THE HOTEL CONFERENCE ROOM. COFFEE SERVICE, INCLUDING SODA, MUFFINS AND BAGELS, WILL BE AVAILABLE MONDAY MORNING AND A DELI BUFFET WILL BE AVAILABLE FOR LUNCH ON MONDAY.

ANY FIELD OFFICES WHO WILL NOT BE ATTENDING THIS SESSION SHOULD NOTIFY [REDACTED] X5942.

ANY OUTSTANDING QUESTIONS OR ISSUES SHOULD BE FAXED TO 202-324-5845 ATTN: [REDACTED] NO LATER THAN COB WEDNESDAY 11/8/95.

ANY OTHER QUESTIONS REGARDING THIS SESSION MAY BE DIRECTED TO

[REDACTED] X5942.

BT

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FOR

PAGE 4

Drafted By: Room/TL #: 1334 Phone No: 5942

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COPY DESIGNATIONS:

- 1 - Each Assistant Director
- 1 - IRD Front Office, Room 5829
- 1 - Room 5336D
- 1 - Mr. Zacreb, Room 1334
- 1 - Room 5336F
- 1 - Room 1334
- 1 - Room 1334
- 1 - ACS Hot Line

(09/19/94)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 09/01/1995

To: IRD

Attn: Gordon Sacrep, Room ~~1334~~

From: New York

SO-5

Contact: [REDACTED]

x2775

Approved By: [REDACTED]

Drafted By: [REDACTED]

Case ID #: 66F-HQ-1078703

Title: AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

Synopsis: Additions to ACS Access List.

Reference: New York airtel to the Bureau, dated 4/24/95, and captioned as above.

Details: Attached are latest additions and/or modifications to the security access list, which was submitted with eferenced airtel.

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66F-HQ-1078703-98

- BuFile



9/11/95 Resolved

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FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 09/08/1995

✓ To: Adm. Automation Section Attn: [redacted]

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[redacted] Charlotte
Contact: AO [redacted] Ext. 601

Approved By: [redacted]

Drafted By: [redacted]

File Number(s): 66F-CE-73400

Title: ① AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

Synopsis: Corrections to Revised UNI Exception Report completed.

Reference: Revised UNI Exception Report submitted to Charlotte dated 8/22/95 for review and corrections.

Enclosures: Enclosed herewith for the Automation Section is copy of the UNI Exception Report dated 8/22/95.

Details: On 9/7/95, the Charlotte Division completed its review and made necessary corrections per instructions provided by FBIHQ.

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66F-HQ-1078703-99

BuFile 66F-HQ-1078703

[redacted]

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

1-5
163

TRANSMIT VIA:

☒ Teletype

DATE: 10/13/95

^PAGE 1 OF 3

PRECEDENCE:

☒ Immediate☒ Priority☐ Routine

CLASSIFICATION:

☐ TOP SECRET☐ SECRET☐ CONFIDENTIAL☒ UNCLAS E F T O☐ UNCLAS

FM DIRECTOR FBI (66F-HQ-1078703)

TO ALL FBI FIELD OFFICES/PRIORITY/

ALL LEGATS/PRIORITY/

FBI WRCSC/PRIORITY/

FBI NECSC/PRIORITY/

BT

UNCLAS E F T O

CITE: //0420//

PASS: FBI ATLANTA PASS TO SAVANNAH; FBI SALT LAKE PASS TO BUTTE;
PERSONAL ATTENTION SAC/AO/COMPUTER SPECIALISTS/SQUAD SUPERVISORS.

SUBJECT: AUTOMATED CASE SUPPORT (ACS)

UNABOM; MAJOR CASE 75-149A-SF-106204

OKBOMB; MAJOR CASE 117-174A-OC-56120.

SINCE JUNE, 1993 INVESTIGATION BY THE UNABOM TASK FORCE
(UTF) HAS GROWN INTO A MULTI-FACETED EFFORT INVOLVING RE-

66F-HQ-1078703-
107

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Approved By

MRI/JUL

Transmitted

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

^PAGE 2 UNCLAS E F T O

INVESTIGATION OF 16 CRIME SCENES OVER 17 YEARS, THOUSANDS OF INTERVIEWS, AND OVER ONE HUNDRED INDIVIDUAL PROJECTS. THE 800 HOTLINE HAS RECEIVED OVER 43,000 CALLS SINCE MARCH, 1995, RESULTING IN OVER 1,900 LEADS PURSUED AND THE DEVELOPMENT OF INFORMATION TO CORROBORATE OTHER UTF INVESTIGATIVE EFFORTS. INVESTIGATIVE RESULTS ARE THEN GATHERED INTO A FULL TEXT RETRIEVAL SYSTEM FOR ANALYSIS AND PRIORITIZATION OF FOLLOW-UP LEADS. THIS IS AN OUTGROWTH OF THE RAPID START SYSTEM AND IS CONSTANTLY EXPANDING TO MEET THE NEEDS OF THE INVESTIGATION.

THE OKBOMB CASE IS OF SIMILAR MAGNITUDE AND UTILIZES THE SAME MECHANISMS FOR CASE MANAGEMENT AND TRACKING AS UNABOM.

THEREFORE, DUE TO THE UNIQUE ORGANIZATION, MAGNITUDE OF DOCUMENTATION, AND UPCOMING IMPLEMENTATION OF ACS, THE UNABOM AND OKBOMB COMMAND CENTERS HAVE REQUESTED THE FOLLOWING GUIDELINES BE SET FORTH FOR THE HANDLING OF UNABOM CASE FILE, 149A-SF-106204, MAJOR CASE 75 AND OKBOMB CASE FILE, 174A-OC-56120, MAJOR CASE 117:

ONLY THE UNABOM AND OKBOMB TASK FORCES, LOCATED IN SAN FRANCISCO AND OKLAHOMA CITY RESPECTIVELY, WILL SERIALIZE AND INDEX INFORMATION INTO THE ACS FOR THOSE CASES. ALL DIVISIONS

DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

^PAGE 3 UNCLAS E F T O

SHOULD CONTINUE TO MAINTAIN THEIR OWN PAPER FILE, HOWEVER, ONCE ACS IS IMPLEMENTED, SERIALIZATION MUST BE DONE MANUALLY. (FOR THOSE LEAD OFFICES THAT WOULD LIKE TO CONTINUE FILE AUTOMATION OF THEIR LOCAL FILES [REDACTED] CAN BE MADE AVAILABLE TO SUPPORT PREVIOUS FOIMS FUNCTIONS ON A LOCAL LEVEL. CONTACT [REDACTED] X5942 FOR INFORMATION.) ALL LEAD OFFICES WILL FORWARD ALL ORIGINAL COPIES OF MAIL, INCLUDING FLOPPY DISKS, TO THE UNABOM OR OKBOMB TASK FORCES AS CURRENTLY DONE.

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b7ECONTRARY TO OTHER PENDING INVESTIGATIVE FILES, [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

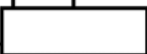
AS MENTIONED ABOVE, THE RESPECTIVE TASK FORCES WILL SERIALIZE ALL DOCUMENTATION, PROVIDING ONLY GENERAL INFORMATION FOR EACH DOCUMENT SUCH AS TO/FROM; DOCUMENT TYPE; DATE OF DOCUMENT; TOPIC, ETC.

ALL FIELD OFFICES ARE REMINDED THAT CURRENT PROCEDURES REQUIRE THAT ALL LEADS BE APPROVED/COORDINATED WITH THE RESPECTIVE TASK FORCES.

PLEASE CONTACT [REDACTED] EXT 5942 OR [REDACTED]

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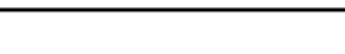
[REDACTED] X5957, FBIHQ WITH ALL QUESTIONS.////

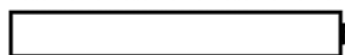

Drafted By:  (15) Room/TL #: 1334 Phone No: 5942

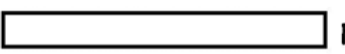
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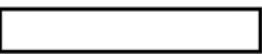
1 - EACH ASSISTANT DIRECTOR

1 -  ROOM 5094

1 -  ROOM 5096

1 -  ROOM 1334

1 -  ROOM 1302

1 -  ROOM 5342

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

361

TRANSMIT VIA:

☒ Teletype

DATE: 10/13/95

^PAGE 1 OF 4

PRECEDENCE:

☒ Immediate☐ Priority☐ Routine

CLASSIFICATION:

☐ TOP SECRET☐ SECRET☐ CONFIDENTIAL☒ UNCLAS E F T O☐ UNCLAS

FM DIRECTOR FBI (66F-HQ-1078703)

TO ALL FBI FIELD OFFICES/IMMEDIATE/

ALL LEGATS/IMMEDIATE/

FBI WRCSC/IMMEDIATE/

FBI NECSC/IMMEDIATE/

BT

UNCLAS E F T O

CITE: //0420//

PASS: FBI ATLANTA PASS TO SAVANNAH; FBI SALT LAKE PASS TO BUTTE;
PERSONAL ATTENTION SAC/AO/COMPUTER SPECIALISTS.SUBJECT: *D* AUTOMATED CASE SUPPORT (ACS) IMPLEMENTATION. ✓ACS WILL BE IMPLEMENTED AT 7:00AM EDT, MONDAY, 10/16/1995.
ALL OFFICES ARE TO REFRAIN FROM SETTING LEADS THROUGH ACS UNTIL
1:00PM EDT, MONDAY, 10/16/1995 TO ALLOW ALL OFFICES TIME TO
REVIEW THEIR TABLES AND FILES.

66F-HQ-1078703-107

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Approved By _____

MRI/JUL _____

Transmitted _____

10/13/1995

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

^PAGE 2 UNCLAS E F T O

THE FOIMS APPLICATIONS: CASES, INDICES, LEADS, TICKLER, EVIDENCE, SERIALS, AND HEADQUARTERS GENERAL INDEX (HQGI) AND AIMS WILL REMAIN IN READ-ONLY MODE FOR REFERENCE. FOIMS PERSONNEL IS AVAILABLE FOR UPDATE. ALL ADDITIONS, DELETIONS AND MODIFICATIONS TO ICM LAW ENFORCEMENT PERSONNEL MUST BE ENTERED VIA FOIMS PERSONNEL.

ALL EMPLOYEES SHOULD BE ENCOURAGED TO SIGN-ON TO ENSURE THEY HAVE THE PROPER ACCESS TO ACS. [REDACTED]

[REDACTED] ENSURING THAT WHEN ACS IS SELECTED THE ACS MAIN MENU APPEARS; AND FINALLY ENSURE THAT THE NECESSARY ACCESS TO ICM, ECF AND UNI IS AVAILABLE. IF ANY USERS ARE NOT ABLE TO PERFORM THESE CHECKS, PLEASE VERIFY THAT THEY HAVE A LEGITIMATE NEED FOR THE ACCESS AND IF SO CONTACT THE ACS HELP LINE (1-800-324-6552), PROVIDING SPECIFIC INFORMATION REGARDING THE USER AND ALL NECESSARY ACCESS.

[REDACTED]

[REDACTED]

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FOR

^PAGE 3 UNCLAS E F T O

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ONCE THIS IS COMPLETED, YOU CAN BEGIN TO VERIFY THE ACCURACY OF YOUR DATA. USING THE REPORTS THAT YOU RAN FROM FOIMS, BEGIN TO COMPARE INFORMATION FROM FOIMS CASES, SERIALS, AND EVIDENCE TO ICM RECORDS. FOIMS FILES WILL BE AVAILABLE IN READ-ONLY FOR AS LONG AS NECESSARY FOR ALL LOCATIONS TO VERIFY THE CONVERSION.

PLEASE CONTACT [REDACTED] X5957, OR [REDACTED]

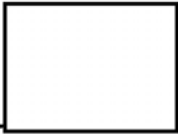
[REDACTED] X5942, WITH ANY QUESTIONS. TELETYPES WILL BE SENT 10/13/95 WITH SPECIFIC INSTRUCTIONS PERTAINING TO THE UNABOM AND OKBOMB MAJOR CASES.

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

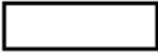
PAGE 4

Drafted By:  (15) Room/TL #: 1334 Phone No: 5942

COPY DESIGNATIONS:

1 - EACH ASSISTANT DIRECTOR

1 - MR. 

1 - MRS. 

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(03/31/95)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 07/29/1995

To: ✓ Information Resources Division **Attn:** Section Chief Gordon
Zacrep, Headquarters Administrative Automation Section, Room 1334

[redacted]ouston

SS

Contact: AO [redacted] extension 3101

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Approved By: [redacted]

Drafted By: [redacted]

File Number(s): 66F-HQ-1078703

Title: AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

Synopsis: ICM access changes for the Houston Division.

Enclosures: The following items are enclosed: new Master Listing of ICM Access, list of changes made to previous ICM list and additional list of computers where Natural Connection is required.

Details: Re Houston airtel to Bureau, dated 5/25/95.

The Houston Division submitted a listing for ICM access for its employees via above referenced communication.

After CORE training was received, Houston reassessed access needs of personnel and is submitting a listing of changes which will be necessary.

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66F-HQ-1078703 7/10

(12/31/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 01/29/1997

To: Director's Office

Attn:

[Redacted] Room 7142
[Redacted] Room 7176
[Redacted] Room 7427
[Redacted] Room 7176
[Redacted] Room 7176

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All Divisions

Attn: Assistant Directors
SACs
Section Chiefs
Administrative Officers
Computer Specialists
Legal Attaches
Office Assistants
Evidence Control Techs.

From: Information Resources

Automated Case Support Unit, Room 8998

Contact: [Redacted] Extension 1363

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Approved By:

[Redacted Signature Box]

(4) [Redacted Box]

Drafted By:

[Redacted Name Box]

Case ID #: 242-HQ-1078703 (Pending)
242-HQ-1139716 (Pending)
66-HQ-A1178220 (Pending)

Title: AUTOMATED CASE SUPPORT (ACS)
INVESTIGATIVE CASE MANAGEMENT (ICM)
COLLECTED ITEM ENHANCEMENTS

Synopsis: Collected Item Enhancements within ICM.

Reference: 242-HQ-1139716 Serial 32

Details: In order to provide further functionality, ICM will be implementing changes to Collected Items on 2/19/1997.

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[Redacted Content Box]

126F-A1-39510-106

SEARCHED	INDEXED
SERIALIZED	FILED
MAR 2 1997	
FBI - ALBANY	

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To: Director's Office From: Information Sources
Re: 242-HQ-1078, 01/29/1997

In List Collected Item, the acquired date no longer appears on the screen. It has been replaced by the location of the Collected Item. If a disposition has been entered for a Collected Item, it will be displayed instead of the location. In addition, the category and number have been combined into one display area.

The Dispose Collected Item function has been changed to allow the entry of a remarks line. The remarks line is

The Modify Collected Item function has been greatly enhanced. When Modify Collected Item is selected, a new menu will appear with the following options:

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To: . Director's [redacted] ce From: Information [redacted] rces
Re: 242-HQ-1078 [redacted], 01/29/1997

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Any questions regarding these enhancements may be directed to either [redacted] Field Services Unit, Field Information Support Section, Information Resources Division, FBIHQ, Extension 1408, or [redacted] Automated Case Support Unit, FBIHQ, Extension 1363.

To: Director's Office From: Information Resources
Re: 242-HQ-1078, 01/29/1997

LEAD (s):

Set Lead 1:

ALL RECEIVING OFFICES

Please advise ACS Collected Item users of these changes within ICM.

CC: 1 - IRD Front Office, Room 5829
1 - [redacted] Room 5634
1 - [redacted] Room 8998
1 - [redacted] Room 8998
1 - [redacted] Room 8998
1 - [redacted] Room 4913
1 - [redacted] Room 5328
1 - [redacted] Room 1339
1 - [redacted] Room 5328
1 - [redacted] Room 8391
1 - [redacted]
1 - Service Support Center, Room 1B948

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♦♦

(12/31/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 02/26/1998 ¹⁹

To: Anchorage

Attn: AO June Raker

From: Information Resources

Investigative Automation/Automated Case Support
Contact: Unit Chi [redacted] X5939

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 242-HQ-1078703-ECF -14

Title: AUTOMATED CASE SUPPORT (ACS)
ELECTRONIC CASE FILE (ECF)

Synopsis: To report results of analysis of problem reported by Anchorage in referenced communication.

Reference: 242-HQ-1078703-ECF Serial 12

Details: Automated Case Support Unit (ACSU) received referenced communication on 2/17/1998 indicating that a lead had been received in Anchorage that was not meant for that office. Attached to the communication was a document containing a lead for the National Security Division.

ACSU performed an analysis of ACS information contained in the Electronic Case File (ECF) and Investigative Case Management (ICM) data bases. No evidence can be found that this particular lead was ever set to Anchorage. To research the reported problem of offices receiving leads not intended for them, it would be very helpful to receive screen prints generated from your computer when this problem occurs. If this problem occurs in the future, generating screen prints and sending them to ACSU would facilitate our analysis.

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(12/31/1999)

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FEDERAL BUREAU OF INVESTIGATION

50

Precedence: ROUTINE

Date: 11/17/1997

To: All Divisions

Attn:

[redacted] Room 7142
[redacted] Room 7176
[redacted] Room 7427
[redacted] Room 7176
[redacted] Room 7176
[redacted]

Room 7176

ADIC—

SAC

Administrative Officer

Computer Specialist

Legat

Office Assistant

From: Information Resources
IAS, FLIPU, Room 5328

Contact: [redacted] ext. 1312

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Approved By:

[redacted]

Lowe A Jackson

[redacted]

Drafted By:

[redacted]

Case ID #: 242-HQ-A1078703

464

Title: AUTOMATED CASE SUPPORT (ACS);
ELECTRONIC COMMUNICATION (EC);
LEADS

Synopsis: To advise all employees of current and new policy regarding the EC and leads.

Details: Effective immediately, paper does not have to be sent to all receiving offices when leads were set.

On information only communications (no leads being set), paper still must be sent. Only one copy must be made for all of the TOs on the EC. If there is an Attention line, copies must be made for all individuals on the Attention line.

The only exception is when the creator of the document is not the OO. The OO must continue to receive all original documents.

Lead Offices (LOs) are reminded to send the original document to the OO. This should be done when the communication is disseminated, not later when your lead is covered. The only exception to this rule is documents needed in the LOs for court purposes.

To: All Divisions From: Information Resources
Re: 242-HQ-A107703, 11/17/1997

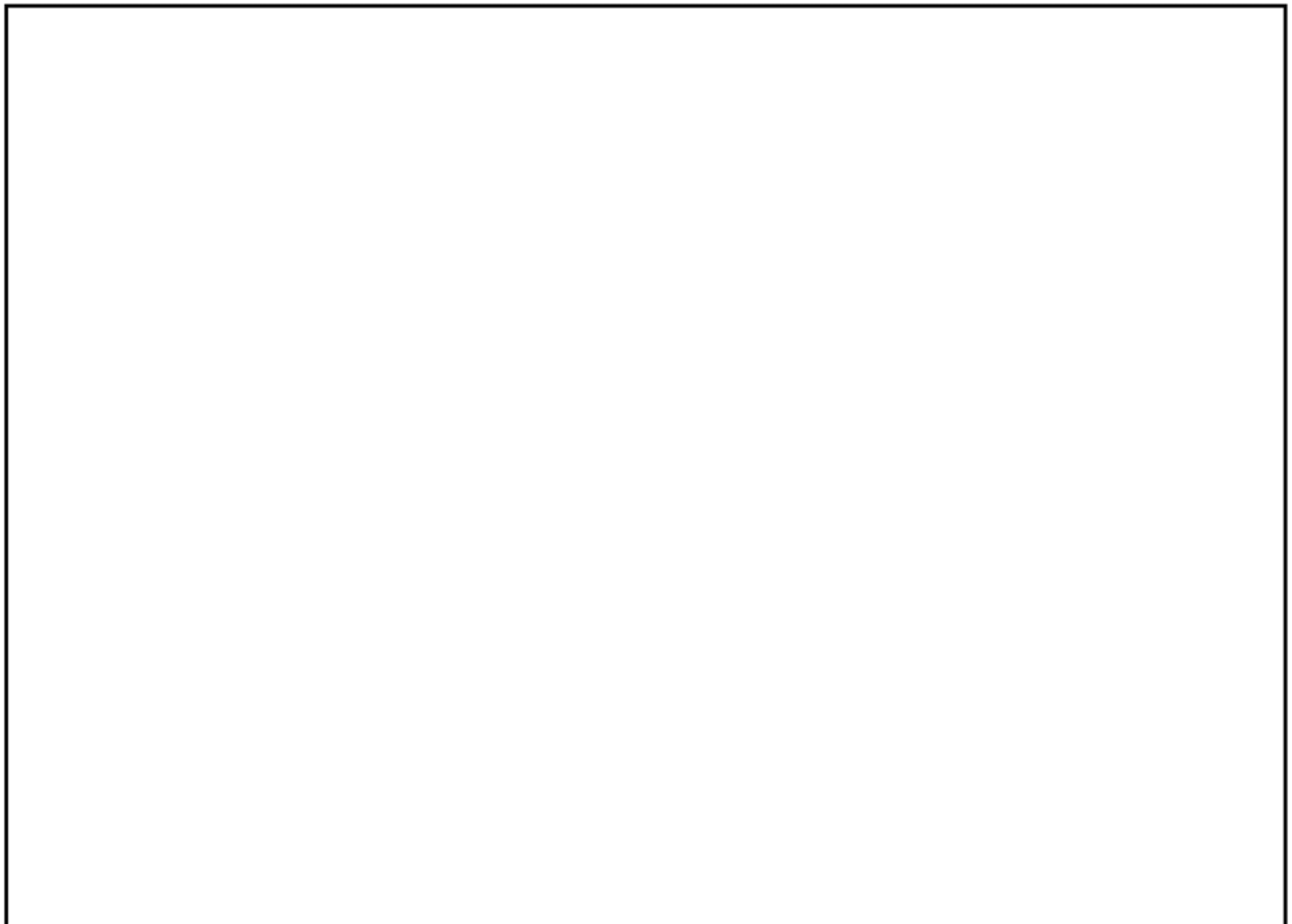
Any WP document can be uploaded into ECF. The originator (i.e. creator) of the document must serialize and upload the document. When serializing documents with enclosures, the enclosure(s) should be serialized and uploaded first, then the cover document should be serialized and uploaded.

Documents must be approved before they are uploaded. All approvers must sign the document before it is uploaded. The original document is printed from Word Perfect, and has the approver's initials. The additional copies are made (xeroxed) and disseminated after the document has been approved, uploaded and the serial number is on it.

The TO and FROM should be an organization with no proper names. The person's name is put on the Attention line, if a name is available. The FROM is also an organization, the contact person is in the Contact field and the person who wrote the document is in the Drafted By field.

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Examples:



To: All Divisions From: Information Resources
Re: 242-HQ-A10 703, 11/17/1997

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Example:

LEAD (s):

Set Lead 1:

To: All Divisions From: Information Resources
Re: 242-HQ-A10703, 11/17/1997

LEAD (s):

Set Lead 1:

ALL RECEIVING OFFICES

Please bring this communication to the attention of
all employees.

CC: 1 - IRD Front Office, Room 5829
1 - Room 5328
1 - Training Staff, Room 5328
1 - Manuals Desk, Room 5447

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(12/31/1995)

FEDERAL BUREAU OF INVESTIGATION

55

Precedence: ROUTINE

Date: 12/11/1997

To: Information Resources

From: Information Resources
AAS/SPU, Room 1334

Approved By:

Drafted By:

Case ID #: 242-HQ-A1078703-GUI-2

Title: AUTOMATED CASE SUPPORT (ACS),
GRAPHICAL USER INTERFACE (GUI);
AUTOMATION MATTERS

Synopsis: The purpose of this EC is to document the progress of the automation efforts in support of the Graphical User Interface portion of the ACS application.

Enclosures:



Details: Since January 1996 when the Systems Prototyping Unit (SPU) assumed responsibility for the Graphical User Interface (GUI) portion of the ACS application, a significant amount of progress has been made. The enclosures noted above detail the completed and on-going work, as well as the contract support for this automation effort.

CC: 1 -
1 -
1 -

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Encl.

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FEDERAL BUREAU OF INVESTIGATION

Precedence: IMMEDIATE

Date: 01/21/1998

To: All Divisions

Attn: Assistant Directors
SACs
Legal Attaches
Admin. Officers
Computer Specialists

From: Information Resources

IAS/Automated Case Support Unit/8998

Contact: [REDACTED] Ext. 5032

Approved By:

[REDACTED]

Drafted By:

[REDACTED]

Case ID #: 242-HQ-1078703-ECF Serial 9

Title: AUTOMATED CASE SUPPORT (ACS)
ELECTRONIC CASE FILE (ECF)

Synopsis: To notify receiving offices of a change to the automated notification feature of ECF.

Reference: 242-HQ-1078703-ECF Serial 7

Details: Referenced document advised that effective Monday, 1/5/1998, any Electronic Communication (EC) which is uploaded into ECF, and which has a handling precedence of Immediate or Priority or is addressed to the attention of the Special Agent in Charge (SAC) or Assistant Director (AD), will automatically send notifications to alert the receiving office(s) as to the existence of that document. Instant EC advises offices of a change to the manner in which users will be informed that notifications were, in fact, successfully sent.

Previously when uploading an Immediate/Priority EC, users would be required to specify the destination ID of a printer in order to print a hardcopy Notification Confirmation report. This hardcopy report served as a confirmation to the user that notifications were or were not sent to the recipients listed in the "To:" section of the document.

Since the introduction of this new feature, the Information Resources Division, Automated Case Support Unit (ACSU), has received several user requests to reduce or eliminate the additional hardcopy output being generated as a by-product of

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To: All Divisions From: Information Resources
Re: 242-HQ-1078703-ECF, 01/21/1998

the automated notification feature. ACSU has seriously considered these requests and has expeditiously instituted software changes in an effort to comply with them.

Effective Thursday, 1/22/1998, when uploading an Immediate/Priority EC, users will be informed online as to how many notifications were and were not sent. If any notifications could not be sent (e.g., an invalid FBI division or office was specified), the user will be given the option of printing a hardcopy Undeliverable Notifications report which lists the entries in the "To:" section of the document to which notifications were not sent. By limiting the printing of hardcopy output to just those situations where notifications could not be sent, and then only when specifically requested by the user, much less paper will be used.

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CC: 1 - IRD Front Office

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FEDERAL BUREAU OF INVESTIGATION
FOI/PA
DELETED PAGE INFORMATION SHEET
FOI/PA# 1253074-002

Total Deleted Page(s) = 121

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FEDERAL BUREAU OF INVESTIGATION

[redacted] precedence: PRIORITY

Date: 06/28/1995

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FBIHQ

Attn: Headquarters Admin.
Automation Section
Chief Gordon Zacre



[redacted], PITTSBURGH
Automation Unit
Contact: CS [redacted]

Approved By: [redacted]

Drafted By: [redacted]

File Number(s): 66F-HQ-1078703 (Pending)

Title: AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION SURVEY

Synopsis: Results of Automated Case Support (ACS) Survey for the Pittsburgh Division.

Reference: Automated Case Support Pre-Implementation Survey/Review, received during Miami Conference in March 1995.

Enclosures: 2 page Records Audit Check List, 1 page Security Access Audit Check List, 2 page Technical Evaluation Check List, 1 page Field Division Squad/RA codes List and 10 page ACS Security Access List - Pittsburgh Division

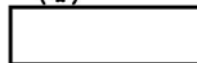
Details: The above items are being forwarded to FBIHQ for review/documentation. The Pittsburgh Division contacted [redacted] Ext. 2310, FBIHQ, several times, for assistance in completing this survey.

If there is any other ACS documentation needed from Pittsburgh, please contact CS [redacted] Ext. 9356 for assistance/questions.

66F-HQ-1078703-111

- ♦♦
② - Bureau
2 - Pittsburgh
(1 - 66-4216)
(1 - 66F-HQ-1078703)

(4)



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FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 06/23/1995

Information Resource Division **Attn:** Section Chief Gordon
Screp, Administrative Automation Section, Room 1334

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From: Jacksonville

Contact: SAS

Approved By:

Drafted By:

File Number(s): 66F-HQ-1078703

Title: AUTOMATED CASE SUPPORT

Synopsis: Response to Pre-Implementation Review submitted.

Enclosures: Enclosed is one copy of the field division response as requested in the Pre-Implementation Review of Automated Case Support.

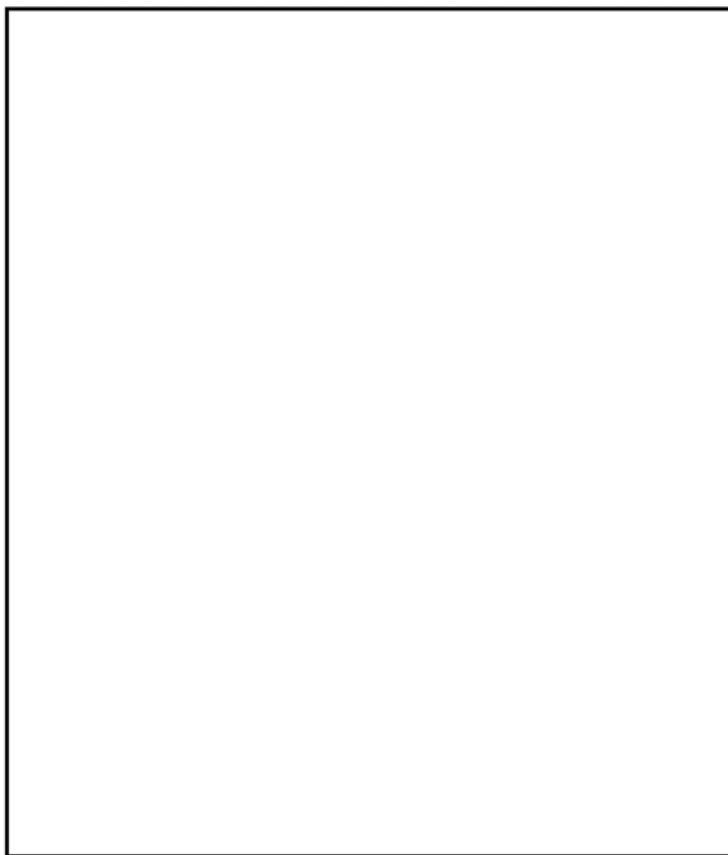
Details: Jacksonville Division response to Pre-Implementation Review of Automated Case Support (ACS) to include Records Audit, Security Access Audit and Technical Evaluation is enclosed.

♦♦

66F-140-1078703-112

ENCLOSURE

NATURAL CONNECTION USERS
JACKSONVILLE DIVISION



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MISCELLANY

The following additional areas of concern are being raised by Jacksonville Division's Automation Supervisor, SAS [redacted] and CS [redacted]

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1. For a successful implementation of ACS, the field needs equipment to dependably function on a daily basis.

2. Additional training needed for CS's specifically in support of Extra for Windows and generally in support of additional hardware and software installed to implement this system. CS manpower may need to be increased in some instances.

3. Instructions for SNAC conversion needs to be addressed if it is to be completed by ACS implementation.

4. Software packages sent via Bulletin Board should be correct and functional. Considerable time is wasted going back over installations because the initial message was not accurate.

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ Airtel

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 6/22/95

TO

: Director, FBI (66F-HQ-1078703)
ATTN: Chief Gordon Zacrey, Room 1334
Administrative Automation Section

: SAC, Cleveland (66-6078 Sub C)

SUBJECT: REVISED UNI EXCEPTION REPORT

ReBu routing slip to [redacted] received in
Cleveland Division on 6/10/95.

Attached is UNI "Truename Errors" exception report
showing completion of requested modifications.

2 - Bureau (Enc.)
1 - Cleveland

(3)

66F-HQ-1078703-115

Approved: _____ Transmitted _____ Per _____
(Number) (Time)

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FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 6/22/95

TO [redacted] DIRECTOR, FBI [redacted]
[redacted] TN: ADMINIS [redacted] OMATION SECTION,
EF GORDON 2 [redacted] 1334)
FROM [redacted] C, NEW YORK (66F-HQ-1078703)
SUB [redacted] OMATED CASE SUPPORT
[redacted] -IMPLEMENTATION REVIEW

ReNYairtel to the Bureau, dated 4/24/95 and captioned as above.

Attached are latest additions and/or modifications to the security access list, which was submitted with reference airtel.

Any questions or problems regarding this access list should be directed to [redacted] MIS, x2775.

2 - Bureau
1 - New York
[redacted]

(4)

Approved: _____ Transmitted _____ Per _____
(Number) (Time)

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FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 7/25/95

TO : DIRECTOR [REDACTED] ADMINISTRATIVE AUTOMATION SECTION,
(ATTORNEY GENERAL'S OFFICE) SACREP, ROOM 1334)
CHIEF [REDACTED]

FROM : ADIC, NEW YORK (66F-HQ-1078703)

SUBJECT : AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

ReNYairtel to the Bureau, dated 4/24/95 and captioned as above.

Attached are latest additions and/or modifications to the security access list, which was submitted with reference airtel.

Any questions or problems regarding this access list should be directed to [REDACTED] MIS, x2775.

2 - Bureau
1 - New York

[REDACTED]
(4)

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b7C

Approved: _____

Transmitted _____

(Number)

(Time)

Per _____

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 6/21/95

TO : DIRECTOR, FBI (66F-HQ-1078703)
ATTENTION: ADMINISTRATIVE INFORMATION SECTION
CHIEF GORDON P ROOM 1334

FROM : SAC, NEW HAVEN (66-NH-32464)

SUBJECT : REVISED UNI EXCEPTION REPORT

① AUTOMATED CASE SUPPORT

New Haven Division has completed and corrected all exceptions listed on the TRUE NAME REPORT DATED [REDACTED]

New Haven is requesting headquarters [REDACTED]

Upon completion of above, please advise [REDACTED]
File Supervisor, 203/786-7083.

①-BUREAU
1-NEW HAVEN (66-NH-32464)

66F-149-1078703-118

4334

Approved

Transmitted

(Number) (Time)

Per

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(03/31/95)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 08/11/1995

To: Information Resource Division Att [redacted] Headquarters Management
Support Unit, [redacted]
[redacted] Room 1334

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From: Albany
Computer Unit
Contact: Ext. 483/327

Approved By: [redacted]

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b7C

Drafted By: [redacted]

File Number(s): 66F-AL-1078703

Title: AUTOMATED CASE SUPPORT (ACS)
SECURITY ACCESS AUDIT

Synopsis: ICM Security Access Matrix being forwarded to FBIHQ.

Enclosures: Enclosed for the Bureau is one (1) copy of Albany Division's ICM Security Access Matrix.

Details: Above enclosure was prepared by SCS [redacted]
Any questions regarding the matrix can be directed to [redacted] or
CS [redacted] Additional information regarding Records
Audit and Conversion matters will be forthcoming.

CC: 1 - [redacted]
1 - [redacted]
1 - AO [redacted]

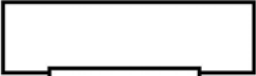
♦♦

66-119-1078703-119

Bufile

To: Information Resource Division From: Albany
Re: 66F-AL-1078703, 08/11/1995

WORK COPY ROUTING SHEET

CC: 1 - 
1 - 
1 - AC 

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♦♦

(06/01/1995)

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 09/05/1995

To: LRD

Attn:

Gordon N. [redacted] ep

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From: Columbia

Contact: [redacted]

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 66F-HQ-1078703

Title: Q AUTOMATED CASE SUPPORT (ACS) ✓

Synopsis: Columbia recommendations regarding ACS.

Details: The Columbia Division, ACS Core Group, is aggressively addressing ACS Training within the Columbia Division. Approximately half of the Division's staff (support and Agent) have received ACS training to date. During the course of the training, the ACS Core Group, as well as the employees receiving the training, have noted some problems with ACS. Those problems as well as recommendations to enhance ACS are set forth within this document for the consideration of FBIHQ.

INVESTIGATIVE CASE MANAGEMENT (ICM)

CASE MANAGEMENT MENU

66F-HQ-1078703-120

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1334

Rec'd 9/19/95

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To: IRD From: Columbia
Re: 66F-HQ-1078703, 09/05/1995

LEAD(s):

Set Lead 1:

IRD

AT WASHINGTON, D.C.

IRD is requested to review the observations and recommendations of the Columbia Division set forth within this document and provide feedback to Columbia.

♦♦



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DOJ/FBI

INFORMATION COMMUNICATION

Date: 07/24/95

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FROM: [redacted] MILWAUKEE
SAC MICHAEL J. SANTIMAURO

CONTACT: AO [redacted]

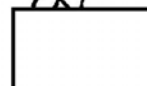
TO: ✓ INFORMATION RESOURCES DIVISION (Encl. 8)
HEADQUARTERS ADMINISTRATIVE [redacted] INFORMATION SECTION
Attn: SECTION CHIEF GORDON CREP

TITLE: AUTOMATED CASE SUPPORT (ACS)
EXCEPTION REPORTS

ENCL: Eight exception reports.

PURPOSE(S): To notify FBIHQ of the completion of the exception reports for the Milwaukee Division.

■



66F-HQ-1078703-121

1 - File # 66F-HQ-1078703
1 - Working Copy

[redacted] (3)

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(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 09/08/1995

To: IRD

Attn: [REDACTED]

Room 1334

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From: Cleveland

Contact: [REDACTED]

6690

Approved By: [REDACTED]

Drafted By: [REDACTED]

Case ID #: 66F-HQ-108703

Title: AUTOMATED CASE SUPPORT

Synopsis: Results of ACS Operational Test Plan.

Details: Attached are the results of the ACS Operational Test Plan submitted to All SACs on 8/23/95.

CC: 1 - 66F-HQ-108703

♦♦

66F-174-108703-122

1334

To:

[Redacted]

November 6, 1995

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From:

[Redacted]

Subject: ACS STATISTICS
10/29/95 - 11/4/95

During the week of 10/29-11/4/95, the Service Support Center (SSC) received a total of [Redacted] calls. Of the [Redacted] calls the SSC received, [Redacted] calls were related to ACS. The following is a breakdown of the ACS calls (including Unit responsible for resolution, number of problems and description of problems):

b7E

[Large Redacted Box]

1 - [Redacted] Rm. 5845
1 - Mr. Zacrep, Rm. 1334
1 - [Redacted] Rm. 5634
1 - [Redacted] Rm. 1333E

1 - [Redacted], Rm. 1358
1 - [Redacted] Rm. 1714
1 - [Redacted] Rm. 5328
1 - [Redacted] 1B054

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① - 66F-HQ-1078703

RAS:ras

66F-HQ-1078703-127

Subject: ACS STATISTICS - continued
10/28/95 - 11/4/95

b7E

To date (9/5/95 - 11/4/95), the Service Support Center has received a total of [] ACS related telephone calls. [] have been resolved and [] are pending.

To:

[redacted]

October 30, 1995

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From:

[redacted]

[redacted]

Subject: ACS STATISTICS
10/21/95 - 10/28/95

During the week of 10/21-28/95, the Service Support Center (SSC) received a total of [redacted] calls. Of the [redacted] calls the SSC received, [redacted] calls were related to ACS. The following is a breakdown of the ACS calls (including Unit responsible for resolution, number of problems and description of problems):

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[Large redacted area]

1 - [redacted] Rm. 5845
1 - Mr. Zacreb, Rm. 1334
1 - [redacted] Rm. 5634
1 - [redacted] Rm. 1333E
① - 66F-HQ-1078703

1 - [redacted] Rm. 1358
1 - [redacted] Rm. 1714
1 - [redacted] Rm. 5328
1 - [redacted] n. 1B054

b6
b7C

[redacted]

66F-HQ-1078703-128

Subject: ACS STATISTICS - continued
10/15/95 - 10/20/95

b7E

To date (9/5/95 - 10/28/95), the Service Support Center has received a total of ACS related telephone calls. have been resolved and are pending.

(09/19/94)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 05/18/1995

To: Investigative Resources Division Att
Zacrep

tion Chief Gordon

Investigative Resources Division Att

From: Norfolk

Automation Office

Contact: ISA [redacted] Ext. 2649

File Number(s): 66F-HQ-1078703

Document Content: ICM Security Access List

Title: Automated Case Support

Details: Enclosed is the ICM Security Access List for Norfolk.
It should be noted that [redacted]

[redacted]

Drafted By: [redacted]

Approved By: [redacted]

♦♦

2 [redacted]

292-42-110 -132
1334

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 6/6/95

TO

DIRECTOR, FBI (66F-HQ-1078703)
(ADMINISTRATIVE AUTOMATION SECTION)
ATTN: CHIEF GORDON ZACR
~~ROOM 1334~~

FROM : SAC, ALBUQUERQUE (242-AQ-42735)

SUBJECT : AUTOMATED CASE SUPPORT
PRE-IMPLEMENT REVIEW

Enclosed for the Bureau is the completed ACS Pre-
Implementation Review Checklist.

INDEX

INITIALS

③ - Bureau (Enc. 1)
1 - Albuquerque (242-AQ-42735)

(4)

242-HQ-1078703-133

Rm. 1334

Approved

Transmitted

(Number) (Time)

Per

FBI

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 6/12/95

TO [REDACTED] DIRECTOR FB [REDACTED] -HQ-1078703)
ATTN: [REDACTED] N. ZACREP, HAAS, ROOM 1334
FROM [REDACTED], KANSAS CITY (66-4555)
SUBJECT : AUTOMATED CASE SUPPORT (ACS)

Retelcalls from Kansas City (KC) ISA [REDACTED]
[REDACTED] to GORDON ZACREP on 04/28/95 and to [REDACTED]
[REDACTED] 06/09/95.

② - Bureau (66F-HQ-1078703)
2 - Kansas City (1 - 66F-HQ-1078703)
(1 - 66-4555) (FOIMS)

[REDACTED]
(4)

242-HQ-1078703-134

~~1334~~

Approved: _____ Transmitted _____ Per _____
(Number) (Time)

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

163

TRANSMIT VIA:

☒ Teletype

DATE: 11/27/95

^PAGE 1 OF 3

PRECEDENCE:

☐ Immediate☒ Priority☐ Routine

CLASSIFICATION:

☐ TOP SECRET☐ SECRET☐ CONFIDENTIAL☒ UNCLAS E F T O☐ UNCLAS

FM DIRECTOR FBI (66F-HQ-1078703)

TO ALL FBI FIELD OFFICES/PRIORITY/

FBI WRCSC/PRIORITY/

FBI NECSC/PRIORITY/

BT

UNCLAS E F T O

CITE: //0440//

PASS: FBI ATLANTA PASS TO SAVANNAH; FBI SALT LAKE CITY PASS TO
BUTTE; PERSONAL ATTENTION SAC/AO/EVIDENCE CONTROL TECHNICIANS.

SUBJECT: ① AUTOMATED CASE SUPPORT (ACS)

EVIDENCE CONTROL/COLLECTED ITEMS

WORKING SESSION, TAMPA, FL 12/11-12/1995.

DUE TO NUMEROUS REQUESTS FOR ASSISTANCE REGARDING THE
HANDLING OF EVIDENCE RELATED TO THE USE OF THE ACS COLLECTED

66F HQ-1078703-135

***** FOR COMM CENTER USE ONLY *****

NOTE: Copy Designations Are On The Last Page Of This Teletype!!!

Approved B

MRI/JUL

Transmitted

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

^PAGE 2 UNCLAS E F T O

ITEMS APPLICATION, A TWO-DAY SEMINAR/WORKING SESSION WILL BE HELD IN TAMPA, FL FROM 12/11-12/1995.

EACH RECEIVING OFFICE IS REQUESTED TO DESIGNATE THEIR SENIOR EVIDENCE CONTROL TECHNICIAN TO ATTEND CAPTIONED CONFERENCE. THIS CONFERENCE WILL AFFORD EACH ATTENDEE NECESSARY AUTOMATED/POLICY TRAINING IN THE EVIDENCE PROGRAM, AND WILL ADDRESS THE PROBLEMS AND CONCERNS THAT HAVE BEEN REPORTED TO THE EVIDENCE PROGRAM MANAGER OVER THE PAST SEVERAL WEEKS. EACH OFFICE IS LIMITED TO ONE REPRESENTATIVE.

EACH OFFICE REPRESENTATIVE SHOULD TRAVEL TO TAMPA, FL ON SUNDAY 12/10/1995 AND SCHEDULE DEPARTURE FOR WEDNESDAY 12/13/1995. THE TR# FOR THIS SESSION IS [REDACTED]

RESERVATIONS SHOULD BE MADE AT THE SHERATON GRAND HOTEL, TAMPA, FL, 813-286-4400. YOU MUST [REDACTED]

[REDACTED] RESERVATIONS SHOULD MADE ASAP, BY COB 12/6/1995. TRANSPORTATION FROM THE AIRPORT IS BY ANY LOCAL TAXI CAB. THE AIRPORT IS WITHIN SEVERAL MILES OF THE HOTEL.

MEETINGS WILL BEGIN PROMPTLY AT 8:00AM ON MONDAY 12/11/1995 IN THE HOTEL CONFERENCE ROOM.

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

^PAGE 3 UNCLAS E F T O

ANY FIELD OFFICES WHO WILL NOT BE ATTENDING THIS SESSION, OR
IF THERE ARE ANY ADDITIONAL QUESTIONS, PLEASE CALL

OF X5942.

BT////

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

PAGE 4

Drafted By: Room/TL #: 1334 Phone No: 5942

b6
b7C

COPY DESIGNATIONS:

1 - LAB FRONT OFFICE, ROOM 3090

1 - IRD FRONT OFFICE, ROOM 5829

1 - MR. ZACREP, ROOM 1334

1 - ROOM 5336D

1 - ROOM 5336F

1 - ROOM 1334

1 - ROOM 1334

1 - ROOM 5342

1 - ACS HOT LINE

PASS:	X5942.
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PAGE TWO DE FBIME 0003 UNCLAS

ACS REPRESENTATIVE WOULD LATER BE SENT TO MEMPHIS TO ASSIST
WITH THE ISSUES OF POLICY AND PROCEDURE.

FBIHQ IS REQUESTED TO CONFIRM WHEN AND IF AN FBIHQ
REPRESENTATIVE WILL TRAVEL TO MEMPHIS TO CONDUCT ACS TRAINING
FOR THE MEMPHIS DIVISION.

BT

#0003

NNNN

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 02/22/1996

To: ✓ IRD

Attn: [REDACTED]

From: Honolulu

Support Services Section, Unit-I
Contact: [REDACTED] Ext. 446

Approved By: [REDACTED]

Drafted By: [REDACTED]

Case ID #: 242-HN-13508-A
66F-HQ-1078703

Title: AUTOMATED CASE SUPPORT (ACS)
PRIORITY ISSUES

Synopsis: Request procedural guidance from ACS staff.

Details: This Division would like the Bureau's guidance in handling the following policy issues:

[REDACTED]

Rm
1334

66F-HQ-1078703-138

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(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

To: IRD, From: Honolulu

Re: 242-HN-13508-A, 02/22/1996

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Honolulu appreciates the any information the Bureau can provide regarding these issues.

♦♦

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 12/08/1995

To: All Divisions

Attn: Assistant Directors
SACs
Administrative Officers

ISP Sponsors

Attn:

[Redacted Box]

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SAAC
MMAC
AEGIS

Attn:
Attn:
Attn:
Attn:

[Redacted Box]

From: Information Resources
Automation Branch/Room 5829

Contact: [Redacted Box] x5942

Approved By:

Drafted By:

[Redacted Box]

Case ID #: 66F-HQ-1078703

Title: AUTOMATED CASE SUPPORT (ACS)
PRIORITY ISSUES
WEEKLY UPDATE

Synopsis: To provide weekly updates on the status of ACS priority issues.

Administrative: Original matrix provided to the FBIHQ Executive Conference on 12/1/1995.

Enclosures: ACS Priority Issues Matrix dated 12/9/1995.

Details: To provide a weekly status of all priority issues on the ACS.

66F-HQ-1078703-139

CC: 1 - Mr. Zacreb, Room 1334
1 - [Redacted Box] Room 5634
1 - [Redacted Box] Room 5336d
1 - [Redacted Box] Room 1334
1 - [Redacted Box] Room 1334
1 - [Redacted Box] Room 8998
1 - [Redacted Box] Pickett Street
1 - [Redacted Box] Room 8998

/-ENCLOSURE

To: All Divisions From: Information Resources
Re: 66F-HQ-1078703, 12/08/1995

1 - Room 8998

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♦♦

To: All Divisions From: Information Resources
Re: 66F-HQ-1078703, 12/08/1995

WORK COPY ROUTING SHEET

CC: 1 - Mr. Zacreb, Room 1334
1 - [redacted] Room 5634
1 - [redacted] Room 5336d
1 - [redacted] Room 1334
1 - [redacted] Room 1334
1 - [redacted] Room 8998
1 - [redacted] Pickett Street
1 - [redacted] Room 8998
1 - [redacted] Room 8998

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FEDERAL BUREAU OF INVESTIGATION

9
375

Precedence: PRIORITY

Date: 11/21/1995

To: All Divisions

Attn: Assistant Directors
Section Chiefs
SACs
Administrative Officers
Computer Specialists
Legat Attaches
Office Assistants

From: Information Resources Division
Operations Management Section
Implementation Unit, Rm 533



Support

Contact: [Redacted] ext 5058

Approved By:

Zacrep Gordon

Drafted By:

Case ID #: 242 66F-HQ-1078703

Title: 0 AUTOMATED CASE SUPPORT
OMAHA SEMINAR

Synopsis: To advise all field offices of the issues identified at the Omaha seminar.

Details: Automated Case Support meeting was held in Omaha, Nebraska on 11/13 - 14/95. The following issues and procedures are set forth for each field office:

242-HQ-1078703-142

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

To: All Divisions From: Information Resources Division
Re: 66F-1078703, 11/21/1995

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(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

To: All Divisions From: Information Resources Division
Re: 66F-1078703, 11/21/1995

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(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

CC: 1 - [REDACTED] Rm. 7142
1 - Each Assistant Director
 ([REDACTED])
1 - [REDACTED] Rm 7240
1 - [REDACTED] Rm. 5845
1 - [REDACTED] Rm. 5328
1 - [REDACTED] Rm. 1B940
1 - [REDACTED] Rm. 7176
1 - [REDACTED] Rm. 7176
1 - [REDACTED] Rm. 7176
1 - [REDACTED] Rm. 7901
1 - [REDACTED] Quantico
1 - [REDACTED] Rm. 7176
1 - [REDACTED] Rm. 7427
1 - Engineering Research Facility (ERF)
1 - IRD Front Office, Rm. 5829
1 - Legat Support Group, Rm. 5991
1 - Manuals Desk, Rm. 5447

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To:

[Redacted]

December 26, 1995

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From:

Subject: ACS STATISTICS
12/17/95 - 12/23/95

OACS

During the week of 12/17-23/95, the Service Support Center (SSC) received a total of [] calls. Of the [] calls the SSC received, [] calls were related to ACS. The following is a breakdown of the ACS calls (including Unit responsible for resolution, number of problems and description of problems):

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ENCLOSURE

To date (9/5/95 - 12/23/95), the Service Support Center has received a total of [] ACS related telephone calls. [] have been resolved and [] are pending.

1 - [] Rm. 5845
1 - Mr. Zacrep, Rm. 1334
1 - [] Rm. 5634
1 - [] Rm. 1333E

1 - [] Rm. 1358
1 - [] Rm. 1714
1 - [] Rm. 5328
1 - [] Rm. 1B054

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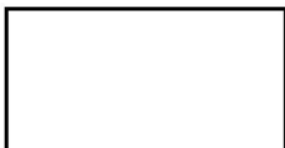
1 - 86F-HQ-1078703

242

[Redacted]

489

To:



December 17, 1995

b6
b7C

From:

Subject: ACS STATISTICS
12/10/95 - 12/16/95

① ACS

During the week of 12/10-16/95, the Service Support Center (SSC) received a total of [] calls. Of the [] calls the SSC received, [] calls were related to ACS. The following is a breakdown of the ACS calls (including Unit responsible for resolution, number of problems and description of problems):

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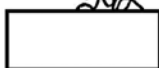
3-1/44

1 - [] Rm. 5845
1 - Mr. Zacre, Rm. 1334
1 - [] Rm. 5634
1 - [] Rm. 1333E

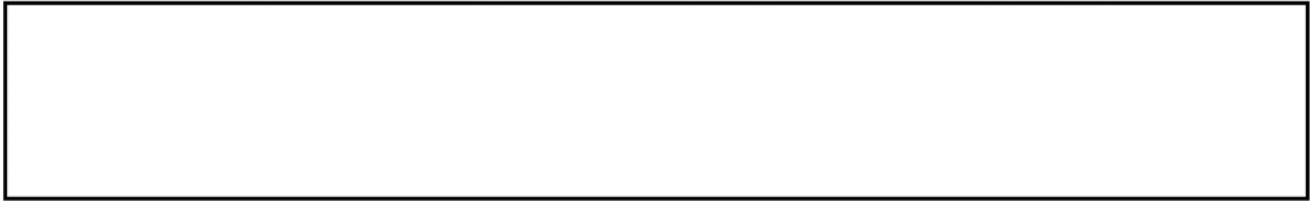
1 - [] Rm. 1358
1 - [] Rm. 1714
1 - [] Rm. 5328
1 - [] Rm. 1B054

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① 66F-HQ-1078703



Subject: ACS STATISTICS - continued
12/10/95 - 12/16/95



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To date (9/5/95 - 12/16/95), the Service Support Center has received a total of [redacted] ACS related telephone calls. [redacted] have been resolved and [redacted] are pending.

(03/31/95)

402

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 08/14/1995

To: Information Resources Division Attn: [redacted]

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[redacted] ston

Unit 1

Contact: [redacted] ext. 3107

Approved By: [redacted]

Drafted By: [redacted]

File Number(s): ✓ 66F-HQ-1078703

Automatic Case Support

Title: AUTOMATED CASE SUPPORT (ACS) CHANGE REPORT

Synopsis: Suggestions

Enclosures: Four (4) Change Report Forms

Details: Enclosed for FBIHQ are suggestions made by the Houston Division.

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242-HQ-1078703-147

4 ENCLOSURE

4 Encl-comm

~~Rm 854~~

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 03/15/1996

To: Information Resources

Attn:

Room 3730

From: Information Resources

HAAS/Room 1334

Contact:

x5942

b6
b7C

Approved By: Zacrep Gordon

Drafted By:

Case ID #: 66F-HQ-1078703

Title: AUTOMATED CASE SUPPORT
REQUEST FOR SUPPORT FROM
SYSTEMS HARDWARE MAINTENANCE UNIT (SHMU)

Synopsis: To request

Administrative: Reference telephone call to from

b6
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It is requested that this work be done as quickly as possible as the terminals are being utilized by the ACS team to complete programming efforts that have direct effect on field office investigations.

Please coordinate this work with 703-751-6738, at the Pickett Street facility.

CC: 1 Room 8998
1 Room 8998
1 Room 1B475

Completed 3/12/96
3730

To: Information Resources From: Information Resources
Re: 66F-HQ-1078703, 03/15/1996

WORK COPY ROUTING SHEET

CC: 1 - [REDACTED] Room 8998
1 - [REDACTED] Room 8998
1 - [REDACTED] Room 1B475

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(06/01/1995)

46

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 12/11/1995

To: All Field Offices

Attn: SACs
Administrative Officers
FIF Squad(s)

From: Information Resources

HQ Administrative Automation Section, Room 1334

Contact: [redacted] ext. 8738

b6
b7C

Approved By: Zacrep Gordon N [redacted]

Drafted By: [redacted]

Case ID #: 242
66F-HQ-1078703

Title: Automated Case Support (ACS)
Entry of Financial Institution Fraud (FIF) Data

Synopsis: To provide information to all offices as to the method for entering FIF data into the ACS.

Details: The FIF Unit (FIFU), CID has approached the ACS Implementation Team to discuss the capture of FIF data within the ACS. The FIF data is entered into the ACS via the Electronic Case File (ECF) application by one of two methods.

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9 ENCLOSURE

46

Date: 11/22/1995

Attn:

25
p. 98

Approved By:

Drafted By:

Case ID #: 66F-HQ-1078703

Title: Automated Case Support (ACS)

Details: The FMU has approved the request for one permanent parking pass to be issued to the ACS Support Group. It must be noted that the parking permit is valid through the end of the current revalidation period. A new memo and parking application must be submitted for each subsequent parking revalidation period. It must also be noted that only FBI employees are allowed to use this building parking permit. Contractors are not allowed to have/use FBI Building parking permits. Violation of this policy will result in the revocation of the parking permit.

cc: 2 - [redacted] (Attn: [redacted] Room 1B875)
 1 - [redacted] (Attn: Parking Office, Room 1B304)
 1 - [redacted] Room 5835
 1 - [redacted] Room 5634
 1 - [redacted] Room 8998

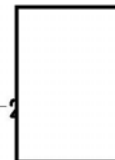
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66F-HQ-1078703

(09/19/94)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE



: 09/25/1995

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To: IRD

Attn: Gordon [redacted], Room 1334

From: New York

SO-5

Subject: [redacted]

x2775

Appro [redacted]

Draft [redacted]

Case [redacted]

7
HQ-108703

Title: AUTOMATED CASE SUPPORT

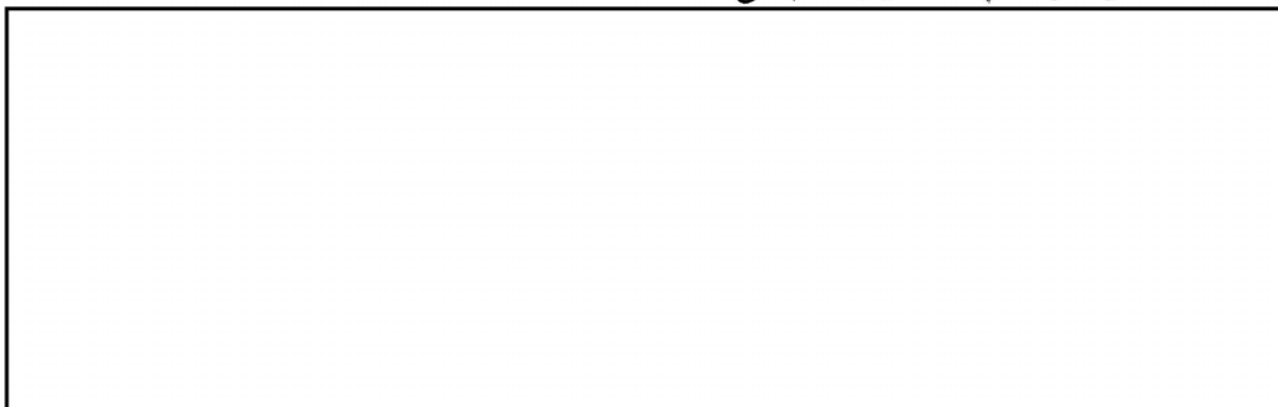
Synopsis: Additions to ACS Access List/ACS Operational Test Findings

Reference: New York airtel to the Bureau, dated 4/24/95, and captioned as above; Bureau Electronic Communication, dated 8/23/95.

Details: Attached are latest additions and/or modifications to the security access list, which was submitted with referenced New York airtel.

ACS Operational Test Findings

66F-HQ-1078703 - 152



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/ ENCLOSURE

To: IRD From: New York
Re: 66F-HQ-108703, September 25, 1995

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66F-HQ - 1078703 - 152
ENCLOSURE

To: IRD From: New York

Re: 66F-HQ-108703, September 25, 1995

b7E

To: IRD From: New York
Re: 66F-HQ-108703, September 25, 1995



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(03/31/95)

460

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 09/22/1995

To: IRD

Attn:

Room 1334

From: Newark

SSS

Contact:

ext. 9286

Approved By

Drafted By

File Number(s): 66F-HQ-1078703

Title: Automated Case Support

Synopsis: Results of ACS Operational Test Plan.

Reference: Bureau EC dated 8/23/95.

Enclosures: ACS Operational Test Findings.

Details: The ACS Operational Test was performed in the Newark Division during the period 09/05/95-09/15/95.

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66F-HQ-1078703-153

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 09/21/1995

To: ✓ IRD

Attn: [REDACTED]

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From: Columbia

Contact: [REDACTED]

Approved By: [REDACTED]

Drafted By: [REDACTED]

Case ID #: 66F-HQ-108703

Title: AUTOMATED CASE SUPPORT

Synopsis: Results of operational test.

Reference: IRD EC dated 8/23/1995.

Enclosures: Enclosed for FBIHQ is one copy of the ACS Operational Test Findings for the Columbia Division.

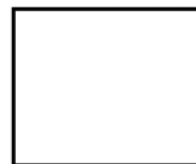
Details: The Columbia Division participated in the ACS Operational Test during the period 9/5-15/95.

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242-HQ-1078703-154



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EX-28b 5-1 002

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 10/3/1995

To: All Divisions

Attn: Assistant Directors
Section Chiefs
SACs
Administrative Officers
Computer Specialists
Legal Attaches
Office Assistants

From: Information Resources Division

Field Services/Information Policy Unit, Room 5342

Contact: [redacted] ext. 1406

Approved By: [redacted]

Zacrep Gordon

Drafted By: [redacted]

Case ID #: 66F-HQ-1078703

Title: AUTOMATED CASE SUPPORT (ACS);
ELECTRONIC CASE FILE (ECF);
INVESTIGATIVE CASE MANAGEMENT (ICM);
UNIVERSAL INDEX (UNI);
POLICY CHANGES

Synopsis: To advise all offices of changes in policy that will be in effect upon the implementation of ACS.

Reference: 66F-HQ-1078703 Serial 7
66F-HQ-1078703 Serial 37

Administrative: Reference is made to Bureau airtel dated 2/2/95, entitled "INVESTIGATIVE INFORMATION SERVICES PROGRAM: AUTOMATED CASE SUPPORT", serial 7, and Mr. Baugh's memo to [redacted] and [redacted] dated 5/9/95, serial 37.

Enclosures: A list of the changes to written policy associated with ACS.

ENCLOSURE

ACS is scheduled to be implemented in all field offices, Legats, and at FBIHQ in the fall of 1995. ACS applications are ECF, ICM and UNI. Upon the implementation of ACS, the attached policy changes will become effective.

To: All Divisions From: Information Resources Division
Re: 66F-HQ-1078703, 10/03/1995

WORK COPY ROUTING SHEET

CC: 1 - 
1 - 
1 - 
1 - 
1 - 
1 - Manuals desk
1 - TRD Training Staff
1 - 
1 - 

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 09/21/1995

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To: FBIHQ

Attn: IRD

From: SAC, Charlotte

Approved By: SAC John E. Morley

Drafted By: FS

File Number(s): 66F-HQ-108703
✓ 66F-CE-73400

Title: Automated Case Support

Synopsis: ACS Operational Test Plan.

Enclosures: ACS Operational Test Findings

Details: ACS Operational Test performed by the Charlotte Division during the period 09/05-08/1995.

Encl-2 ^{VFA}

66F-HQ-1078903-156

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

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TRANSMIT VIA:

☒ Teletype

DATE: 10/7/95

^PAGE 1 OF 2

PRECEDENCE:

☐ Immediate☒ Priority☐ Routine

CLASSIFICATION:

☐ TOP SECRET☐ SECRET☐ CONFIDENTIAL☒ UNCLAS E F T O☐ UNCLASFM DIRECTOR FBI ²⁴² ~~FBI~~ HQ-1078703)

TO ALL FBI FIELD OFFICES/PRIORITY/

ALL LEGATS/PRIORITY/

FBI WRCSC/PRIORITY/

FBI NECSC/PRIORITY/

EPIC/PRIORITY/

BT

UNCLAS E F T O

CITE: //0420//

PASS: FBI ATLANTA PASS TO SAVANNAH; FBI SALT LAKE PASS TO BUTTE.

SUBJECT: AUTOMATED CASE SUPPORT (ACS) IMPLEMENTATION.

DUE TO TECHNICAL DIFFICULTIES IN THE CONVERSION PROCESS, THE
START-UP OF ACS WILL BE DELAYED. ACS IMPLEMENTATION WILL NOT
OCCUR ON 10/10/1995. INFORMATION REGARDING THE NEW START-UP DATE
WILL BE AVAILABLE TUESDAY, 10/10/1995. REFER TO THE BULLETIN

242-HQ-1078703-158

***** FOR COMM CENTER USE ONLY *****

NOTE: Copy ~~Printed~~ The Last Page Of This Teletype!!!

Approved By

MRI/JUL

Transmitted

OCT 7 1995

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

^PAGE 2 UNCLAS E F T O

BOARD FOR UP-TO-DATE ACS START-UP INFORMATION. PLEASE ENSURE THE ADMINISTRATIVE OFFICER, THE FILE SUPERVISOR(S), THE ACS CORE TRAINERS, AND THE COMPUTER SPECIALISTS ARE AWARE OF THIS INFORMATION. PLEASE CONTACT [REDACTED] X5957 OR BEEPER 1-800-759-8888, PIN# 1634170, OR [REDACTED] X5942 OR BEEPER 1-800-759-8737, PIN# 1634156, WITH QUESTIONS REGARDING THIS COMMUNICATION.

BT

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

PAGE 3

ADMINISTRATIVE NOTE/TICKLER COUNT:

ALL FBIHQ DIVISIONS MUST BE AWARE THAT THE ACS START-UP HAS BEEN DELAYED DUE TO TECHNICAL DIFFICULTIES WITH THE CONVERSION PROCESS. ACS WILL NOT BE IMPLEMENTED ON 10/10/1995.

Drafted By: Room/TL #: 1334 Phone No: 5942

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COPY DESIGNATIONS:

- 1 - EACH ASSISTANT DIRECTOR
- 1 -
- 1 -
- 1 - SERVICE AND SUPPORT CENTER

DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

TRANSMIT VIA:

☒ Teletype

DATE: 10/18/95

^PAGE 1 OF 3

PRECEDENCE:

☐ Immediate☒ Priority☐ Routine

CLASSIFICATION:

☐ TOP SECRET☐ SECRET☐ CONFIDENTIAL☒ UNCLAS E F T O☐ UNCLAS

FM DIRECTOR FBI (66F-HQ-1078703)

TO ALL FBI FIELD OFFICES/PRIORITY/

ALL LEGATS/PRIORITY/

FBI WRCSC/PRIORITY/

FBI NECSC/PRIORITY/

EPIC/PRIORITY/

BT

UNCLAS E F T O

CITE: //0420//

PASS: FBI ATLANTA PASS TO SAVANNAH; FBI SALT LAKE PASS TO BUTTE;
PERSONAL ATTENTION SAC/AO/SAC SECRETARY/FILE SUPERVISOR/ISA.

SUBJECT: ① AUTOMATED CASE SUPPORT (ACS) ✓

SEE-SAC CASES

66F-HQ-1078703-160

***** FOR COMM CENTER USE ONLY *****

NOTE: Copy Designations Are On The Last Page Of This Teletype!!!

Approved By

Jordan N. Zarep

MRI/JUL

Transmitted

OCT 20 1995

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

^PAGE 2 UNCLAS E F T O

URGENT! DISREGARD THE INSTRUCTIONS GIVEN TO YOUR OFFICE CONCERNING THE "SEE-SAC ERROR REPORT" IN THE 10/03/1995 COMMUNICATION CONTAINING POLICIES AND GUIDELINES.

AS A RESULT OF THE FOIMS CONVERSION TO ACS, ONLY FBIHQ HAS ACCESS TO THE 62A AND 263 CLASSIFICATIONS. DURING CONVERSION THERE WAS NO WAY TO IDENTIFY THE CONTRIBUTING OFFICE OR OFFICES OF THE OPR MATTER; THEREFORE ONLY FBIHQ, AS OO FOR 263 AND 62A MATTERS, HAS ACCESS TO THE INFORMATION IN THOSE CASES.

IN THE GUIDELINES THE SAC SECRETARY WAS INSTRUCTED TO SEARCH UNI FOR THE OLD SEE-SAC MATTERS AND IF THE NAME WASN'T THERE TO RE-INDEX IT. THIS IS UNNECESSARY AND REDUNDANT WORK AS FBIHQ IS AWARE OF THE PROBLEM AND WILL BE UPDATING ALL 263 AND 62A RECORDS TO REFLECT THE PROPER CONTRIBUTING OFFICES. IN THE FUTURE, ALL NEW 263 AND 62A CASES WILL REQUIRE THE CONTRIBUTING OFFICE FIELD BE ENTERED AT OPEN AND ASSIGN TIME.

AGAIN, DO NOT ATTEMPT TO SEARCH OR RE-INDEX ANY EXISTING 62A OR 263 MATTER UNTIL FURTHER NOTICE. REFER ANY QUESTIONS TO

[REDACTED] FBIHQ, X5942.

BT

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

PAGE 3

Drafted By: [] (15) Room/TL #: 1334 Phone No: 5942

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b7C

COPY DESIGNATIONS:

1 - EACH ASSISTANT DIRECTOR

1 - [] ROOM 7139

1 - [] ROOM 7837

1 - [] ROOM 1302

1 - [] ROOM 5342

To:

[redacted]

November 20, 1995

b6
b7C

From:

[redacted]

Subject: ACS STATISTICS
11/12/95 - 11/18/95

During the week of 11/12-18/95, the Service Support Center (SSC) received a total of [redacted] calls. Of the [redacted] calls the SSC received, [redacted] calls were related to ACS. The following is a breakdown of the ACS calls (including Unit responsible for resolution, number of problems and description of problems):

b7E

[Large redacted area]

161

1 - [redacted] Rm. 5845
1 - Mr. Zacrep, Rm. 1334
1 - [redacted] Rm. 5634
1 - [redacted] Rm. 1333E
1 - [redacted] HQ-1078703

1 - [redacted], Rm. 1358
1 - [redacted] Rm. 1714
1 - [redacted] Rm. 5328
1 - [redacted] n. 1B054

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[redacted]

Subject: ACS STATISTICS - continued
11/12/95 - 11/18/95

b7E

To date (9/5/95 - 11/18/95), the Service Support Center has received a total of [] ACS related telephone calls. [] have been resolved and [] are pending.

To:

December 4, 1995

b6
b7C

From:

Subject: ACS STATISTICS
11/26/95 - 12/2/95

During the week of 11/26-12/2/95, the Service Support Center (SSC) received a total of [] calls. Of the [] calls the SSC received, [] calls were related to ACS. The following is a breakdown of the ACS calls (including Unit responsible for resolution, number of problems and description of problems):

b7E

[Redacted Content]

162

1 - [] Rm. 5845
1 - Mr. Zacrep, Rm. 1334
1 - [] Rm. 5634
1 - [] Rm. 1333E

1 - [], Rm. 1358
1 - [] Rm. 1714
1 - [] Rm. 5328
1 - [] n. 1B054

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① - ~~655~~ - HQ-1078703

Subject: ACS STATISTICS - continued
11/26/95 - 12/2/95

To date (9/5/95 - 12/2/95), the Service Support Center has received a total of ACS related telephone calls. have been resolved and are pending.

b7E

(09/01/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 09/22/1995

Information Resources Div Attn:

RM 1334

b6
b7C

Kansas City

Approved By:

Drafted By:

Case ID #: 66-4555

Title: AUTOMATED CASE SUPPORT

Synopsis: Operational test findings.

Details: Reference EC from IRD, dated 08/23/1995.

During Automated Case Support (ACS) operational testing period of 09/05/1995 thru 09/15/1995, all activities were performed as requested in referenced EC.

Attached are "Operational Test Findings" reports and "ACS Change Reports" based on the actions executed during the test period.

♦♦

200 - 1 - 987 - 164

2 ENCLOSURE

1

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(66/01/1993)

FEDERAL BUREAU OF INVESTIGATION

110

Precedence: ROUTINE

Date: 04/23/1996

To: D4

Attn: [REDACTED] ROOM 8992
INFORMATION RESOURCES

From: BUFFALO

Contact: IRS [REDACTED]

Approved By: [REDACTED]

Drafted By: [REDACTED]

Case ID #: 66F-HQ-A1078703 - 170

Title: AUTOMATED CASE FILE -
ELECTRONIC CASE FILE
ENHANCEMENT REQUEST

242-HQ-1139716 (35)

Synopsis: Enhancement request

Details: Reference is made to Buffalo telcal of IRS [REDACTED]
[REDACTED] to Unit Chief [REDACTED] 4/23/96.

For information of FBIHQ, Information Resources Div.,
Buffalo requests the following enhancement be made in the ACF -
Electronic Case File data base:

Allow user to search numbers in the "Search Document
Text" menu.

As FBIHQ is aware, [REDACTED]

[REDACTED]
[REDACTED] FBIHQ should note Buffalo Intelligence Research
Analysts have opted to [REDACTED]

2 - Bureau
2 - Buffalo

66F-HQ-A1078703-170

ACS Upload [REDACTED]

4/24/96

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To: D4 From: BUFFALO
Re: 66F-HQ-A1078703, 04/23/1996

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It is recommended FBIHQ contact IRS [REDACTED]
Buffalo Division (716-843-4307), re any questions concerning the
above enhancement request.

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 11/17/1995

To: All Divisions

Attn: Assistant Directors
Section Chiefs
SACs
Administrative Officers
Core Team Members
Legal Attaches
Office Assistants

From: Information Resources

Field Services/Information Policy Unit, Room 5342

Contact: [redacted] ext. 1406

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 66F-HQ-1078703 -171

Title: AUTOMATED CASE SUPPORT (ACS)
POLICY AND PROCEDURES

Synopsis: To provide information to all offices about policy/procedure issues that were discussed at the Omaha ACS Working Session.

Administrative: Re Omaha ACS Working Session dated 11/13-14/95.

Details: During the recent ACS Working Session held in Omaha, several issues were raised which require clarification of the current policy. Listed below are the issues and current status:

[redacted]

66F-HQ-1078703-171

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DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
COMMUNICATION MESSAGE FORM

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TRANSMIT VIA:

☒ Teletype

PRECEDENCE:

☐ Immediate
☒ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☒ UNCLAS E F T O
☐ UNCLAS

DATE: 11/21/95

^PAGE 1 OF 5

FM DIRECTOR FBI (66F-HQ-1078703)

TO ALL FIELD OFFICES/PRIORITY/

BT

UNCLAS E F T O

CITE: //0420//

PASS: PERSONAL ATTENTION SAC/AO/COMPUTER SPECIALIST/SQUAD
SUPERVISORS.

SUBJECT: AUTOMATED CASE SUPPORT (ACS)

UNABOM; MAJOR CASE 75-149A-SF-106204.

AS A RESULT OF A MEETING WITH SF MANAGEMENT, THE UNABOM TASK
FORCE (UTF) SUPERVISORS, AND FBIHQ MANAGEMENT AND TECHNICAL
PERSONNEL THE FOLLOWING DECISIONS WERE MADE ABOUT THE USE OF ACS
FOR THE UNABOM MAJOR CASE:

b7E

UNABOM

242-HQ-1078703-172

***** FOR COMM CENTER USE OF

NOTE: Copy Designations Are On The Last Page Of This Teletype!!!

Approved By

MRI/JUL

Transmitted

ISN

V 22 1995

UNRECORDED COPY

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b7C

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 03/08/1996

To: Albuquerque

Attn: AO

From: IRD

Investigative Support Unit/Room 8998

Contact: [REDACTED] 703-751-6738

Approved By: Zacrep Gordon M [REDACTED]

Drafted By: [REDACTED]

Case ID #: 242-HQ-A1078703

Title: AUTOMATED CASE SUPPORT;
INVESTIGATIVE CASE MANAGEMENT (ICM);
GOVERNMENT ORGANIZATION

Synopsis: To report discrepancies in Government Organizations within ICM.

Enclosures: Government Organizations error report.

Details: The purpose of this document is to report discrepancies in your Government Organization within the Investigative Case Management (ICM) Application. Receiving office is requested to review enclosed report and make corrections.

The first portion of the report entitled "Govt Orgs with Discrepancies", illustrates the structure, in its entirety, noting any problems. The next portion, entitled "Duplicate Squads for Division", lists identified squad problems. This section has been reiterated to facilitate the readability of duplicate squads. The layout of the report is as follows:



ALL INFO A1078703-173

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b7C

b7E

To: Albuquerque Room: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s) :

Set Lead 1:

ALBUQUERQUE

AT ALBUQUERQUE, NM

Review and correct the enclosed report, and return to
[redacted] by COB 3/15/96.

b6
b7C

CC: 1 - [redacted] Room 5342
1 - [redacted]

♦♦

To: Albuquerque From: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

CC: 1 - [] Room 5342
1 - []

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♦♦

Govt Orgs with Discrepancies
Division: ALBUQUERQUE

b7E

FEDERAL BUREAU OF INVESTIGATION

Precedence: , PRIORITY

Date: 03/08/1996

To: Baltimore

Attn: AO

From: IRD

Investigative Support Unit/Room 8998

Contact: [REDACTED] 703-751-6738

b6
b7C

Approved By: Zacrep Gordon N [REDACTED]

Drafted By: [REDACTED]

Case ID #: 242-HQ-A1078703

Title: AUTOMATED CASE SUPPORT;
INVESTIGATIVE CASE MANAGEMENT (ICM);
GOVERNMENT ORGANIZATION

Synopsis: To report discrepancies in Government Organizations within ICM.

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b7E



242-HQ-A1078703-174

To: Baltimore Room: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s):

Set Lead 1:

BALTIMORE

AT BALTIMORE, MD

Review and correct the enclosed report, and return to
[redacted] by COB 3/15/96.

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b7C

CC: 1 - [redacted] Room 5342
1 [redacted]

♦♦

To: Baltimore Room: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

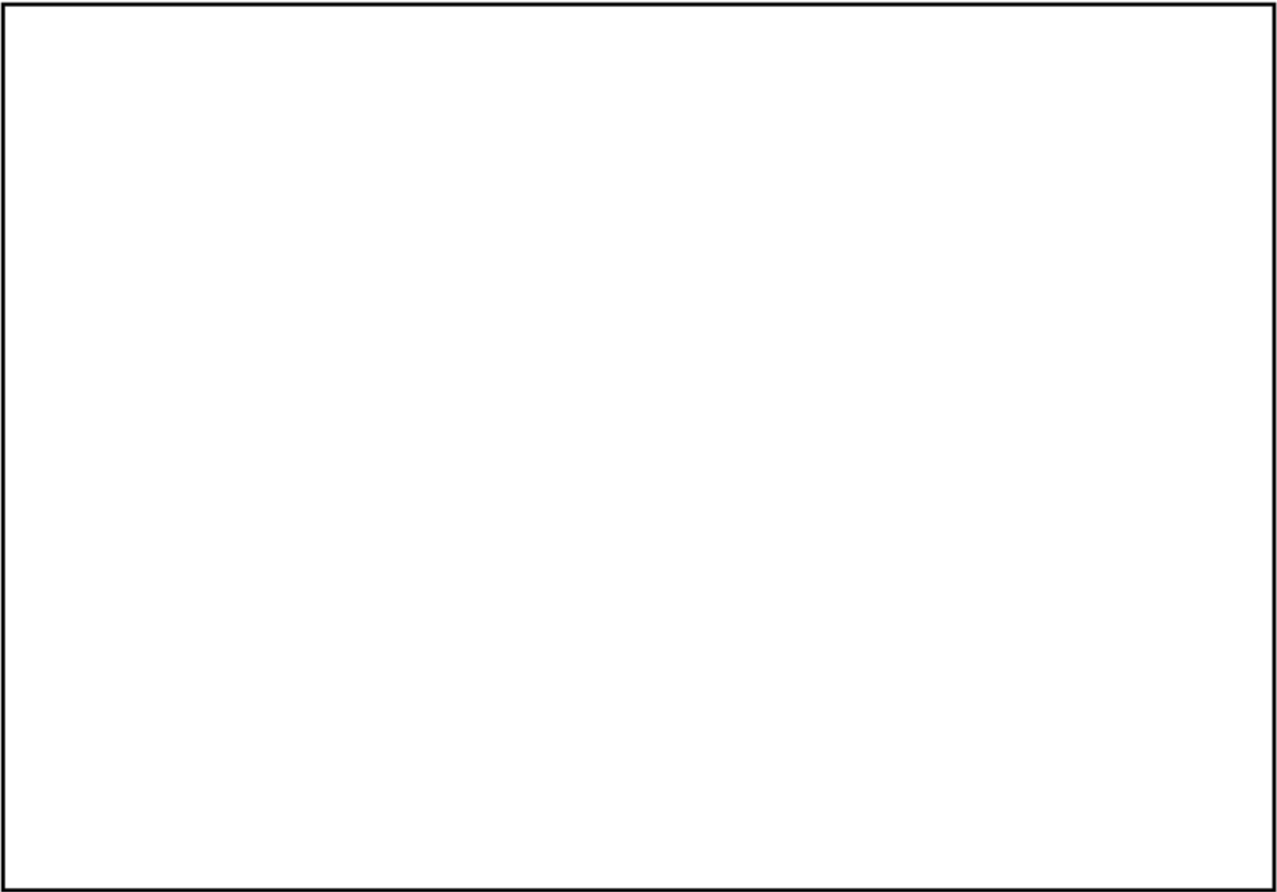
CC: 1 - Room 5342
1 -

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♦♦

Govt Orgs with Discrepancies
Division: BALTIMORE

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Govt Orgs with Discrepancies
Division: BALTIMORE

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FEDERAL BUREAU OF INVESTIGATION
FOI/PA
DELETED PAGE INFORMATION SHEET
FOI/PA# 1253074-002

Total Deleted Page(s) = 30

Page 4 ~ b7E;
Page 5 ~ b6; b7C; b7E;
Page 8 ~ b7E;
Page 9 ~ b7E;
Page 10 ~ b7E;
Page 12 ~ b7E;
Page 13 ~ b6; b7C; b7E;
Page 16 ~ b7E;
Page 17 ~ b7E;
Page 18 ~ b7E;
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Page 36 ~ b7E;
Page 37 ~ b6; b7C; b7E;
Page 40 ~ b7E;
Page 42 ~ b7E;
Page 43 ~ b6; b7C; b7E;
Page 46 ~ b7E;
Page 48 ~ b7E;
Page 49 ~ b6; b7C; b7E;
Page 52 ~ b7E;
Page 53 ~ b7E;

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(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 03/08/1996

To: Birmingham

Attn: AO

From: IR

Investigative Support Unit/Room 8998

Contact: [REDACTED] 703-751-6738

Approved By: Zacrep Gordon [REDACTED]

Drafted By: [REDACTED]

Case ID #: 242-HQ-A1078703

Title: AUTOMATED CASE SUPPORT;
INVESTIGATIVE CASE MANAGEMENT (ICM);
GOVERNMENT ORGANIZATION

Synopsis: To report discrepancies in Government Organizations within ICM.

Enclosures: Government Organizations error report.

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242 HQ-A1078703-175

To: Birmingham From: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s):

Set Lead 1:

BIRMINGHAM

AT BIRMINGHAM, AL

Review and correct the enclosed report, and return to
[redacted] by COB 3/15/96.

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b7C

CC: 1 - [redacted] Room 5342
1 - [redacted]

♦♦

To: Birmingham Room: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

CC: 1 - Room 5342
1 -

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(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 03/08/1996

To: Boston

Attn: AO

From: IR

Investigative Support Unit/Room 8998

Contact: [REDACTED] 703-751-6738

Approved By: Zacrep Gordon N [REDACTED]

Drafted By: [REDACTED]

Case ID #: 242-HQ-A1078703

Title: AUTOMATED CASE SUPPORT;
INVESTIGATIVE CASE MANAGEMENT (ICM);
GOVERNMENT ORGANIZATION

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242 HQ-A1078703-176

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To: Boston From: Information Resources Application Architecture
Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s) :

Set Lead 1:

BOSTON

AT BOSTON, MA

Review and correct the enclosed report, and return to
Barbara Shaughnessy by COB 3/15/96.

CC: 1 - Room 5342
1 -

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To: Boston Front Information Resources Application Architecture
Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

CC: 1 - Room 5342
1 -

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(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 03/08/1996

To: Charlotte

Attn: AO

From: IR

Investigative Support Unit/Room 8998

Contact: [redacted] 703-751-6738

Approved By: Zacrep Gordon N [redacted]

Drafted By: [redacted]

Case ID #: 242-HQ-A1078703

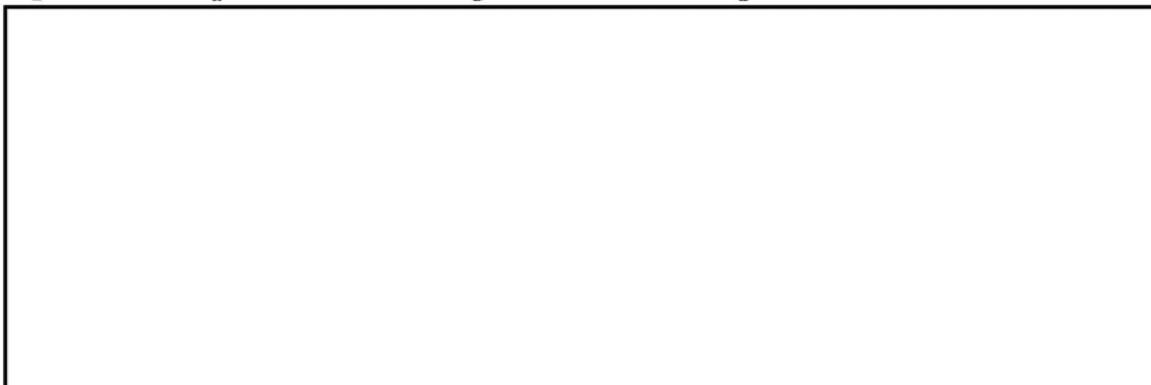
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INVESTIGATIVE CASE MANAGEMENT (ICM);
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242 HQ-A1078703-177

b6
b7C

b7E

To: Charlotte From: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s) :

Set Lead 1:

CHARLOTTE

AT CHARLOTTE, NC

Review and correct the enclosed report, and return to
[redacted] by COB 3/15/96.

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b7C

CC: 1 - [redacted] Room 5342
1 - [redacted]

♦♦

To: Charlotte From: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

CC: 1 - Room 5342
1 -

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♦♦

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 03/08/1996

To: Chicago

Attn: AO

From: IR

Investigative Support Unit/Room 8998

Contact: [REDACTED] 703-751-6738

Approved By: Zacrep Gordon N [REDACTED]

Drafted By: [REDACTED]

Case ID #: 242-HQ-A1078703

Title: AUTOMATED CASE SUPPORT;
INVESTIGATIVE CASE MANAGEMENT (ICM);
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242-HQ-A1078703-178

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To: Chicago [redacted] m: Information Resources Application Architecture
Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s):

Set Lead 1:

CHICAGO

AT CHICAGO, IL

Review and correct the enclosed report, and return to
[redacted] by COB 3/15/96.

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b7C

CC: 1 - [redacted] Room 5342
1 - [redacted]

♦♦

To: Chicago [redacted] m: Information Resources Application Architecture
Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

CC: 1 - [redacted] Room 5342
1 - [redacted]

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b7C

♦♦

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 03/08/1996

To: Cincinnati

Attn: AO

From: IR

Investigative Support Unit/Room 8998

Contact: [redacted] 703-751-6738

Approved By: Zacrep Gordon [redacted]

Drafted By: [redacted]

Case ID #: 242-HQ-A1078703

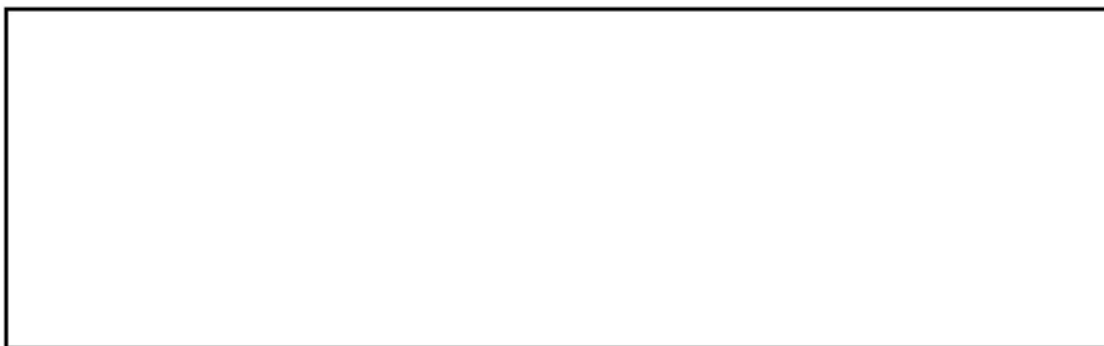
Title: AUTOMATED CASE SUPPORT;
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242-HQ-A1078703-179

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To: Cincinnati from: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s) :

Set Lead 1:

CINCINNATI

AT CINCINNATI, OH

Review and correct the enclosed report, and return to
[redacted] by COB 3/15/96.

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b7C

CC: 1 - [redacted] Room 5342
1 - [redacted]

♦♦

To: Cincinnati From: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

CC: 1 - [redacted] Room 5342
1 - [redacted]

b6
b7C

♦♦

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 03/08/1996

To: Columbia

Attn: AO

From: IR

Investigative Support Unit/Room 8998

Contact: [REDACTED] 703-751-6738

Approved By: Zacrep Gordon N [REDACTED]

Drafted By: [REDACTED]

Case ID #: 242-HQ-A1078703

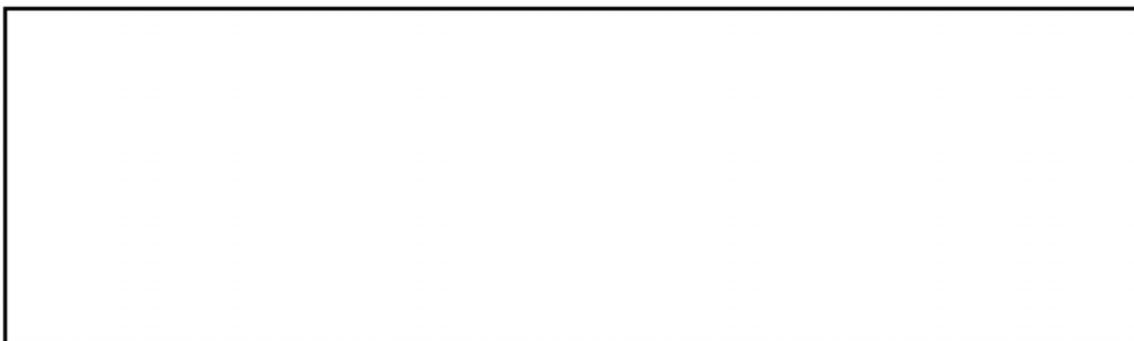
Title: AUTOMATED CASE SUPPORT;
INVESTIGATIVE CASE MANAGEMENT (ICM);
GOVERNMENT ORGANIZATION

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242-HQ-A1078703-180

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b7C

b7E

To: Columbia From: Information Resources Application Architecture
Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s) :

Set Lead 1:

COLUMBIA

AT COLUMBIA, SC

Review and correct the enclosed report, and return to
Barbara Shaughnessy by COB 3/15/96.

CC: 1 - Room 5342
1 -

b6
b7C

♦♦

To: Columbia From: Information Resources Application Architecture
Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

CC: 1 - Room 5342
1 -

b6
b7C

♦♦

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY



Date: 03/08/1996

b6
b7C

To: Cleveland

Attn: AO

From: IR

Investigative Support Unit/Room 8998

Contact: [Redacted] 703-751-6738

Approved By: Zacrep Gordon N [Redacted]

Drafted By: [Redacted]

Case ID #: 242-HQ-A1078703

Title: (1) AUTOMATED CASE SUPPORT;
INVESTIGATIVE CASE MANAGEMENT (ICM);
GOVERNMENT ORGANIZATION

Synopsis: To report discrepancies in Government Organizations within ICM.

Enclosures: Government Organizations error report.

Details: The purpose of this document is to report discrepancies in your Government Organization within the Investigative Case Management (ICM) Application. Receiving office is requested to review enclosed report and make corrections.

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b7E

242-HQ-A1078703-181

To: Cleveland From: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s):

Set Lead 1:

CLEVELAND

AT CLEVELAND, OH

Review and correct the enclosed report, and return to
[redacted] by COB 3/15/96.

b6
b7C

CC: 1 - [redacted] Room 5342
1 - [redacted]

♦♦

To: Cleveland From: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

CC: 1 - Room 5342
1 -

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b7C

♦♦

FEDERAL BUREAU OF INVESTIGATION
FOI/PA
DELETED PAGE INFORMATION SHEET
FOI/PA# 1253074-002

Total Deleted Page(s) = 71

Page 4 ~ b7E;
Page 5 ~ b6; b7C; b7E;
Page 8 ~ b7E;
Page 10 ~ b7E;
Page 11 ~ b6; b7C; b7E;
Page 14 ~ b7E;
Page 16 ~ b7E;
Page 17 ~ b6; b7C; b7E;
Page 20 ~ b7E;
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Page 24 ~ b6; b7C; b7E;
Page 27 ~ b7E;
Page 28 ~ b7E;
Page 29 ~ b7E;
Page 31 ~ b7E;
Page 32 ~ b6; b7C; b7E;
Page 35 ~ b7E;
Page 36 ~ b7E;
Page 37 ~ b7E;
Page 39 ~ b7E;
Page 40 ~ b6; b7C; b7E;
Page 43 ~ b7E;
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Page 46 ~ b7E;
Page 48 ~ b7E;
Page 49 ~ b6; b7C; b7E;
Page 52 ~ b7E;
Page 57 ~ b7E;
Page 58 ~ b6; b7C; b7E;
Page 61 ~ b7E;
Page 64 ~ Duplicate;
Page 71 ~ b7E;
Page 78 ~ b7E;
Page 85 ~ b7E;
Page 86 ~ b7E;
Page 87 ~ b7E;
Page 88 ~ b7E;
Page 89 ~ b7E;
Page 90 ~ b7E;
Page 91 ~ b7E;
Page 92 ~ b7E;
Page 93 ~ b7E;
Page 94 ~ b7E;
Page 95 ~ b7E;
Page 96 ~ b7E;
Page 97 ~ b7E;
Page 98 ~ b7E;
Page 99 ~ b7E;
Page 100 ~ b7E;
Page 101 ~ b7D; b7E;
Page 102 ~ b7E;
Page 103 ~ b7D; b7E;
Page 104 ~ b7D; b7E;
Page 105 ~ b7D; b7E;
Page 106 ~ b7E;
Page 107 ~ b7E;
Page 108 ~ b7E;
Page 109 ~ b7E;
Page 110 ~ b7E;
Page 111 ~ b7E;
Page 112 ~ b7E;
Page 138 ~ b7E;
Page 141 ~ b7E;
Page 142 ~ b7E;
Page 143 ~ b3; b6; b7C; b7E;

Page 144 ~ b3; b6; b7C; b7E;
Page 145 ~ b3; b6; b7C; b7E;
Page 146 ~ b3; b6; b7C; b7E;
Page 147 ~ b3; b6; b7C; b7E;

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X Deleted Page(s) X
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X For this Page X
XXXXXXXXXXXXXXXXXXXXX

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 03/08/1996

To: Richmond

Attn: AO

b6
b7C

From: IR

Investigative Support Unit/Room 8998

Contact: [REDACTED] 703-751-6738

Approved By: Zacrep Gordon N [REDACTED]

Drafted By: [REDACTED] :dim/tma

Case ID #: 242-HQ-A1078703

Title: AUTOMATED CASE SUPPORT;
INVESTIGATIVE CASE MANAGEMENT (ICM);
GOVERNMENT ORGANIZATION

Synopsis: To report discrepancies in Government Organizations within ICM.

Enclosures: Government Organizations error report.

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b7E

242-HQ-A1078703-201

To: Richmond From: Information Resources Application Architecture
Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s):

Set Lead 1:

RICHMOND

AT RICHMOND, VA

Review and correct the enclosed report, and return to
[redacted] by COB 3/15/96.

b6
b7C

CC: 1 - [redacted] Room 5342
1 - [redacted]

♦♦

To: Richmond From: Information Resources Application Architecture
Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

CC: 1 - Room 5342
1 -

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b7C

♦♦

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

b6
b7C

Precedence: PRIORITY

Date: 03/08/1996

To: San Antonio

Attn: AO

From: IR

Investigative Support Unit/Room 8998

Contact: [redacted] 703-751-6738

Approved By: Zacrep Gordon N [redacted]

Drafted By: [redacted]

Case ID #: 242-HQ-A1078703

Title: AUTOMATED CASE SUPPORT;
INVESTIGATIVE CASE MANAGEMENT (ICM);
GOVERNMENT ORGANIZATION

Synopsis: To report discrepancies in Government Organizations within ICM.

Enclosures: Government Organizations error report.

Details: The purpose of this document is to report discrepancies in your Government Organization within the Investigative Case Management (ICM) Application. Receiving office is requested to review enclosed report and make corrections.

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b7E

242-HQ-A1078703-202

To: San Antonio From: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s):

Set Lead 1:

SAN ANTONIO

AT SAN ANTONIO, TX

Review and correct the enclosed report, and return to
[redacted] by COB 3/15/96.

b6
b7C

CC: 1 - [redacted] Room 5342
1 - [redacted]

♦♦

To: San Antonio From: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

CC: 1 - Room 5342
1 -

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b7C

♦♦

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

b6
b7C

Precedence: PRIORITY

Date: 03/08/1996

To: Sacramento

Attn: AO

From: IR

Investigative Support Unit/Room 8998

Contact: [redacted] 702-751-6738

Approved By: Zacrep Gordon N [redacted]

Drafted By: [redacted]

Case ID #: 242-HQ-A1078703

Title: AUTOMATED CASE SUPPORT;
INVESTIGATIVE CASE MANAGEMENT (ICM);
GOVERNMENT ORGANIZATION

Synopsis: To report discrepancies in Government Organizations within ICM.

Enclosures: Government Organizations error report.

Details: The purpose of this document is to report discrepancies in your Government Organization within the Investigative Case Management (ICM) Application. Receiving office is requested to review enclosed report and make corrections.

The first portion of the report entitled "Govt Orgs with Discrepancies", illustrates the structure, in its entirety, noting any problems. The next portion, entitled "Duplicate Squads for Division", lists identified squad problems. This section has been reiterated to facilitate the readability of duplicate squads. The layout of the report is as follows:



b7E

242-HQ-A1078703-203

To: Sacramento From: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s):

Set Lead 1:

SACRAMENTO

AT SACRAMENTO, CA

Review and correct the enclosed report, and return to
[redacted] by COB 3/15/96.

b6
b7C

CC: 1 - [redacted] Room 5342
1 - [redacted]

♦♦

To: Sacramento From: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

CC: 1 - Room 5342
1 -

b6
b7C

♦♦

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 03/08/1996

To: San Diego

Attn: AO

From: IR

Investigative Support Unit/Room 8998

Contact: [REDACTED] 703-751-6738

Approved By: Zacrep Gordon N [REDACTED]

Drafted By: [REDACTED]

Case ID #: 242-HQ-A1078703

Title: Q AUTOMATED CASE SUPPORT;
INVESTIGATIVE CASE MANAGEMENT (ICM);
GOVERNMENT ORGANIZATION

Synopsis: To report discrepancies in Government Organizations within ICM.

Enclosures: Government Organizations error report.

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The first portion of the report entitled "Govt Orgs with Discrepancies", illustrates the structure, in its entirety, noting any problems. The next portion, entitled "Duplicate Squads for Division", lists identified squad problems. This section has been reiterated to facilitate the readability of duplicate squads. The layout of the report is as follows:



242-HQ-A1078703-204

b6
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b7E

To: San Diego From: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s) :

Set Lead 1:

SAN DIEGO

AT SAN DIEGO, CA

Review and correct the enclosed report, and return to
[redacted] by COB 3/15/96.

b6
b7C

CC: 1 - [redacted] Room 5342
1 - [redacted]

♦♦

To: San Diego From: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

CC: 1 - Room 5342
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b7C

♦♦

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

b6
b7C

Precedence: PRIORITY

Date: 03/08/1996

To: San Francisco

Attn: AO

From: IR

Investigative Support Unit/Room 8998

Contact: [REDACTED] 703-751-6738

Approved By: Zacrep Gordon [REDACTED]

Drafted By: [REDACTED]

Case ID #: 242-HQ-A1078703

Title: AUTOMATED CASE SUPPORT;
INVESTIGATIVE CASE MANAGEMENT (ICM);
GOVERNMENT ORGANIZATION

Synopsis: To report discrepancies in Government Organizations within ICM.

Enclosures: Government Organizations error report.

Details: The purpose of this document is to report discrepancies in your Government Organization within the Investigative Case Management (ICM) Application. Receiving office is requested to review enclosed report and make corrections.

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b7E

242-HQ-A1078703-205

To: San Francisco From: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s):

Set Lead 1:

SAN FRANCISCO

AT SAN FRANCISCO, CA

Review and correct the enclosed report, and return to
[redacted] by COB 3/15/96.

CC: 1 - [redacted] Room 5342
1 - [redacted]

b6
b7C

♦♦

To: San Francisco from: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

CC: 1 - Room 5342
1 -

b6
b7C

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(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

b6
b7C

Precedence: PRIORITY

Date: 03/08/1996

To: Salt Lake City

Attn: AO

From: IR

Investigative Support Unit/Room 8998

Contact: [REDACTED] 703-751-6738

Approved By: Zacrep Gordon N [REDACTED]

Drafted By: [REDACTED]

Case ID #: 242-HQ-A1078703

Title: AUTOMATED CASE SUPPORT;
INVESTIGATIVE CASE MANAGEMENT (ICM);
GOVERNMENT ORGANIZATION

Synopsis: To report discrepancies in Government Organizations within ICM.

Enclosures: Government Organizations error report.

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b7E

242-HQ-A1078703-206

To: Salt Lake City From: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s):

Set Lead 1:

SALT LAKE CITY

AT SALT LAKE CITY, UT

Review and correct the enclosed report, and return to
[redacted] by COB 3/15/96.

CC: 1 - [redacted] Room 5342
1 - [redacted]

b6
b7C

♦♦

To: Salt Lake City From: Information Resources Application
Architecture Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

CC: 1 - Room 5342
1 -

b6
b7C

♦♦

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

b6
b7C

Precedence: PRIORITY

Date: 03/08/1996

To: WRCSC

Attn: AO

From: IR

Investigative Support Unit/Room 8998

Contact: [redacted] 703-751-6738

Approved By: Zacrep Gordon N [redacted]

Drafted By: [redacted]

Case ID #: 242-HQ-A1078703

Title: AUTOMATED CASE SUPPORT;
INVESTIGATIVE CASE MANAGEMENT (ICM);
GOVERNMENT ORGANIZATION

Synopsis: To report discrepancies in Government Organizations within ICM.

Enclosures: Government Organizations error report.

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b7E

242-HQ-A1078703-207

To: WRCSC From: Information Resources Application Architecture
Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s) :

Set Lead 1:

WRCSC

AT WRCSC

Review and correct the enclosed report, and return to
[redacted] by COB 3/15/96.

b6
b7C

CC: 1 - [redacted] Room 5342
1 - [redacted]

♦♦

To: WRCSC From: Information Resources Application Architecture
Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

CC: 1 - Room 5342
1 -

b6
b7C

♦♦

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

110

Precedence: ROUTINE

Date: 05/20/1996

To: Honolulu

Attn: Support Services Section
[Redacted]

b6
b7C

From: Information Resources
HAAS, Room 1334

Contact: [Redacted] ext. 5942

Approved By: Lowe A Jackson [Redacted]

Drafted By: [Redacted]

Case ID #: 242-HQ-A1078703 -209
242-HN-13508-A -30

Title: AUTOMATED CASE SUPPORT (ACS);
POLICY ISSUES

Synopsis: To provide procedural guidance to HN.

Reference: 242-HQ-A1078703 Serial 138
242-HN-13508-A Serial 19

Details: The ACS staff gives the following guidance on the
issues mentioned in referenced communication:

[Large Redacted Box]

b7E

209

To: Honolulu From Information Resources
Re: 242-HQ-A1078703, 05/20/1996

b6
b7C
b7E

CC: 1 - [redacted]
1 - [redacted], Room 1334
1 - [redacted] Room 8998
1 - [redacted] Room 1334

b6
b7C

♦♦

To: Honolulu From: Information Resources
Re: 242-HQ-A1078703, 05/20/1996

WORK COPY ROUTING SHEET

CC: 1 - [redacted]
1 - [redacted], Room 1334
1 - [redacted] Room 8998
1 - [redacted] Room 1334

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b7c

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FEDERAL BUREAU OF INVESTIGATION

b6
b7C

Precedence: PRIORITY

Date: 03/08/1996

To: Phoenix

Attn: AO

From: IR

Investigative Support Unit/Room 8998

Contact: [REDACTED] 703-751-6738

Approved By: Zacrep Gordon N [REDACTED]

Drafted By: [REDACTED]

Case ID #: 242-HQ-A1078703

Title: AUTOMATED CASE SUPPORT;
INVESTIGATIVE CASE MANAGEMENT (ICM);
GOVERNMENT ORGANIZATION

Synopsis: To report discrepancies in Government Organizations within ICM.

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b7E

242-HQ-A1078703-211

To: PhoenixFrom: Information Resources Application Architecture
Development Unit
Re: 242-HQ-A1078703, 03/08/1996

LEAD(s) :

Set Lead 1:

PHOENIX

AT PHOENIX, AZ

Review and correct the enclosed report, and return to
[redacted] by COB 3/15/96.

b6
b7C

CC: 1 - [redacted] Room 5342
1 - [redacted]

♦♦

To: PhoenixFrom: Information Resources Application Architecture
Development Unit
Re: 242-HQ-A1078703, 03/08/1996

WORK COPY ROUTING SHEET

CC: 1 - Room 5342
1 -

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 01/10/1996

To: INFORMATION RESOURCES DIV Attn:

ROOM 8997

b6
b7C

From: DENVER

Contact:

Approved By:

Drafted By:

Case ID #: 66F-HQ-1078703

Title: AUTOMATED CASE SUPPORT

Synopsis: Suggestion for enhancement for automated case review process.

Details:

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It is suggested that the process be enhanced to allow for multiple supervisors.

An additional problem arises

which is an unwieldy process. This problem arises for the SSA who supervises the Colorado Resident Agencies. He prefers to handle case reviews manually because it

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b7C

Memorandum



To : ALL EMPLOYEES

Date 5/19/95

From [redacted] SAC, KNOXVILLE (66F-HQ-1078703)

Subject AUTOMATED CASE SUPPORT (ACS)
ELECTRONIC COMMUNICATION (EC)

b6
b7C

Reference Bureau airtel to All SACs dated 5/1/95 and captioned as above.

Referenced airtel advised that effective 6/1/95, the Electronic Communication will be the official communication sent from FBIHQ to an office, from an office to FBIHQ, from one office to another and for internal office memoranda. The Electronic Communication will replace airtels, memoranda, SCF and letters. This communication format will also eventually replace the use of teletypes. The Electronic Communication [redacted]

b7E

The standard Electronic Communication can be used in [redacted]

A booklet containing dictation and transcription instructions, as well as samples, will be furnished and it is imperative that each recipient read and become familiar with appropriate instructions. Attached to the booklet will be a Quick Prompt Guide for the Electronic Communication.

The Knoxville Division will begin using the Electronic Communication format on June 1, 1995 for the types of communications described above. Any dictation received on or after that date which is not properly in the Electronic Communications format will be returned for correction.

- 1 - Each Employee
- ① - 66F-HQ-1078703
- 1 - 66-3A

[redacted]

SEARCHED _____	INDEXED _____
SERIALIZED _____	FILED _____
MAY 19 1995	
FBI - KNOX	

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b7C

66F-HQ-1078703-213

(12/31/1995)

FEDERAL BUREAU OF INVESTIGATION

117

Precedence: ROUTINE

Date: 06/13/1996

To: Albany

From: Information Resources

Investigative Automation Section, Room 5332

Contact: [redacted] ext. 1312

b6
b7C

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 242-HQ-1078703

Title: AUTOMATED CASE SUPPORT (ACS);

SA [redacted]
PERSONNEL MATTER

Synopsis: To advise AL of the status of their request to restrict cases/serials they do not want above subject to view in Automated Case Support (ACS).

Administrative: Reference AL teletype dated 4/30/96.

Details: Referenced teletype requested HQ to restrict several cases/serials so SA [redacted]

b6
b7C
b7E

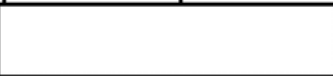
AL is advised to [redacted]

242 - 1078703 - 215

To: Albany From: Information Resources
Re: 242-HQ-1078701-06/13/1996



b6
b7C
b7E

CC: 1 - 
1 - 
1 -

♦♦

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 02/13/1996

To: All Divisions

Attn: AOs
CSS
OAs

From: Information Resources

OMS/SSIU/TAP

Contact: [REDACTED]

Ext. 5058

b6
b7C

Approved By: [REDACTED]

Drafted By: [REDACTED]

Case ID #: 66-HQ-1078703 #124

Title: AUTOMATED CASE SUPPORT (ACS)
FOIMS TABLES/ICM GOVERNMENT ORG TABLE

Synopsis: To set forth information regarding the FOIMS Tables and the ICM Government Org Table.

Details: Field Offices should be aware that it is no longer required or necessary to add any information to the FOIMS Table for Squad/RA. This information must now be placed in the ICM Government Organization Table. The information in the ICM Government Org Table can be added, or modified by either the Computer Specialist or File Supervisor in each respective division. If you encounter difficulty with the ICM Government Org Table please call 1-800-324-6552 and report the nature of the problem. No further calls should be made to FBIHQ regarding the addition of field office squad/ra information to the FOIMS Table. This communication does not effect BPMS. All field office, squad or cost code information entered into BPMS must continue to be entered by the respective field office and authorized data entry person.

Please refer all questions regarding this communication to [REDACTED] 202/324/5058.

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66-HQ-1078703-218

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12/31/1995

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 07/09/1996

To: All Divisions

Attn: Director's Office



Asistant Directors
Section Chiefs
SACs
AOs
Legal Attaches
Office Assistants

b6
b7C

From: Information Resources

Field Liaison Implementation Policy Unit, Rm 1334
Contact: [Redacted] ext. 5942

Approved By: [Redacted]

Drafted By: [Redacted]

Case ID #: 242-HQ-1078703 - 220

Title: AUTOMATED CASE SUPPORT (ACS)
POLICY AND PROCEDURES
LEADS

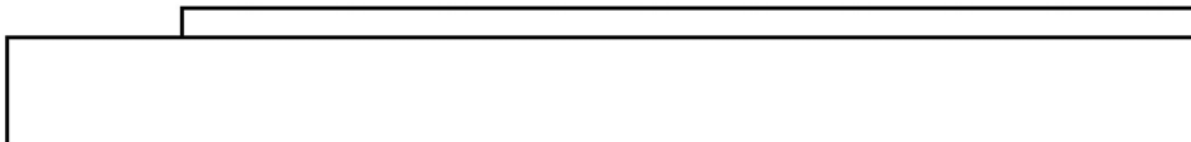
Synopsis: To clarify several policy issues regarding leads in ACS.

Details: [Redacted]
The Manual of Administrative and Operations Procedures (MAOP)
states [Redacted]

b7E

242-HQ-1078703-220
Communications for information only should not have any leads. Several offices are doing this and it is causing the receiving offices to assign and cover the leads when all they did was read the communication. The only exception is, in rare occasions, [Redacted]

[Redacted] Please remember ACS is not an E-Mail system.



To: All Divisions From: Information Resources
Re: 242-HQ-1078703 05/15/1996

b7E

[REDACTED]

The new Lead extraction function for the EC was implemented on 3/25/96. [REDACTED]

[REDACTED]

[REDACTED] There are still some problems with leads, so until notified, sending offices must still send paper, even when lead(s) are set.

On communications that request offices to only report positive information, no leads are necessary. Currently offices are setting leads on this type of communication and the leads are remaining in the Set or Assigned status in ACS. There is no positive information to report; therefore, offices have leads that are showing up on Case Reviews pertaining to these type of communications. In order to have these leads removed, the sending office will have to be contacted and asked to Discontinue the lead(s). This information has been coordinated with the Violent Crimes/Fugitive Unit, Criminal Investigative Division (CID), FBIHQ, Room 5042, ext. 4294.

CC: 1 - [REDACTED] (Attn: [REDACTED] Room 5042)
1 - [REDACTED] Room 1334

b6
b7C

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(12/31/1995)

FEDERAL BUREAU OF INVESTIGATION

12

Precedence: ROUTINE

Date: 08/16/1996

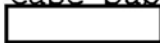
To: All Divisions

Attn: Director's Office



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Assistant Directors
Section Chiefs
SACs
Administrative Officers
Computer Specialists
Legal Attaches
Office Assistants

From: Information Resources
Automated Case Support Unit, Room 8998
Contact: 

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Approved By: 

Drafted By: 

Case ID #: 242-HQ-1078703-325

Title: AUTOMATED CASE SUPPORT (ACS)
INVESTIGATIVE CASE MANAGEMENT (ICM)
CASE WORK REPORTS

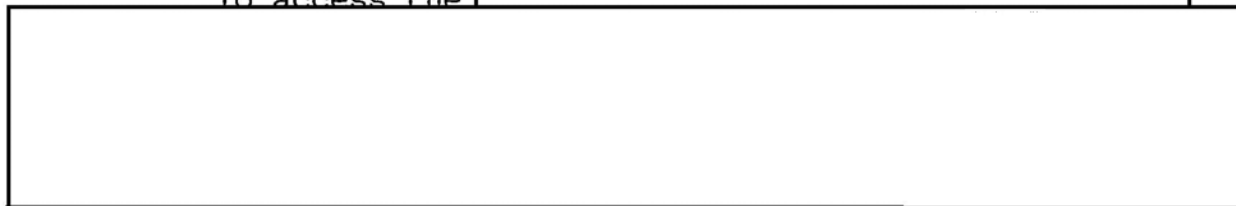
Synopsis: To provide information to all offices as to the newly developed ICM Case Work Report Menu selection.

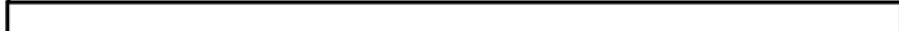
Details: The ACS, ICM team continues to develop automated reports that can be used by all offices to produce Case Work (Lead) information.

Beginning 8/21/1996, the Pending Leads for Primary Investigator Report will be available to all FBI personnel who currently have access to the ICM application.

To access the 

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 The additional Case Work (Lead) reports are anticipated to be available on 9/30/1996.

huc

To: All Divisions From: Information Resources
Re: 242-HQ-7888 08/16/1996

Report Description

[REDACTED]

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[REDACTED]

[REDACTED]

The report provides the following options:

[REDACTED]

[REDACTED]

FIELD DESCRIPTORS (alphabetical order)

[REDACTED]

To: All Divisions From: Information Resources
Re: 242-HQ-107870 08/16/1996

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For ADP/T Help Desk/Customer Support assistance, continue to direct calls to the Service Support Center, Service Support and Implementation Unit, FBIHQ, extension 1500. Any questions regarding the ICM Case Work Reports Menu may be directed to, [REDACTED] Investigative Support Unit, FBIHQ, extension 5512.

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CC: 1 - [REDACTED] Room 5634
1 - [REDACTED] Room 8998
1 - [REDACTED] Room 8998
1 - [REDACTED] PS-833I
1 - [REDACTED] Room 5328
1 - [REDACTED] Room 8391
1 - [REDACTED] Room 8391
1 - [REDACTED]
1 - Service Support Center, Room 1B948

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(12/31/1995)

FEDERAL BUREAU OF INVESTIGATION

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Precedence: PRIORITY

Date: 08/15/1996

To: All Divisions

Attn: Director's Office

Assistant Directors
Sections Chiefs
SACs
AOs
Computer Specialists
Legal Attaches
Office Assistants

From: Information Resources

Field Liaison Implementation Policy Unit, Rm 5328

Contact: [redacted] ext. 1312

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Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 242-HQ-1078703 - 230

**Title: AUTOMATED CASE SUPPORT (ACS);
INVESTIGATIVE CASE MANAGEMENT (ICM);**

**Synopsis: To advise all recipients of ICM's change regarding
closing cases and covering leads.**

Details: Effective 8/28/96, [redacted]

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**CC: 1 - [redacted]
1 - [redacted]
1 - [redacted]**

242-HQ-1078703-230

file
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To: All Divisions From: Information Resources
Re: 242-HQ-1078702 08/14/1996

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To:

[redacted]

January 17, 1996

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From:

[redacted]

Subject: ACS STATISTICS

1/7/96 - 1/13/96

During the week of 1/7/96 - 1/13/96, the Service Support Center (SSC) received a total of [redacted] calls. Of the [redacted] calls the SSC received, [redacted] calls were related to ACS. The following is a breakdown of the ACS calls (including Unit responsible for resolution, number of problems and description of problems):

[redacted]

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[redacted]

[redacted]

[redacted]

To date (9/5/95 - 1/13/96), the Service Support Center has received a total of [redacted] ACS related telephone calls. [redacted] have been resolved and [redacted] are pending.

1- ENCLOSURE

1 - [redacted] Rm. 5845
1 - Mr. Zacreb, Rm. 1334
1 - [redacted] Rm. 5634
1 - [redacted] Rm. 8998
1 - [redacted] Rm. 1B948
1 - [redacted] Rm. 1339
[redacted]

1 - [redacted] Rm. 1358
1 - [redacted] Rm. 1714
1 - [redacted] Rm. 5328
1 - [redacted] Rm. 1B970
1 - [redacted] Rm. 1B948
1 - 66F-HQ-1078703

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66-1078703-232

(03/31/95)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 11/17/1995

To: Finance

Attn: [REDACTED]

Room 1262

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From: Information Resources Division
Investigative Automation Section/Investigative Support
Unit/8998

8998

Contact: [REDACTED] 202-324-5939

Approved By: [REDACTED]

Drafted By: [REDACTED]

File Number(s): 66F-HQ-1078703 (Pending)

Title: AUTOMATED CASE SUPPORT (ACS)
ACTUAL EXPENSES REIMBURSEMENT

Synopsis: To request that [REDACTED]

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be reimbursed for actual hotel expenses for Automated Case Support (ACS) training session in Omaha.

Enclosures: Travel vouchers with actual expenses.

Details: An ACS training session was held in Omaha, Nebraska from 11/12/1995 through 11/14/1995. As directed by the Information Resources Division (IRD), the employees listed above were involved in the required training. The hotel room was [REDACTED] per night but with state taxes added the total rate was [REDACTED]. The State of Nebraska will not exempt individuals from the state hotel taxes. A copy of this communication will be attached to the employees' vouchers.

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66F-HQ-1078703-233

CC: 1 - [REDACTED] Room 1262
1 - [REDACTED] Room 5634
1 - [REDACTED] Room 8998
1 - [REDACTED] Room 8998
1 - [REDACTED] Room 8998
1 - [REDACTED] Room 7325

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66F-HQ-1078703

1 1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 09/09/1996

To: Director's Office

Attn: [redacted] Room 7142
[redacted] Room 7176
[redacted] Room 7427
[redacted] Room 7176
[redacted] Room 7176
[redacted] Room 7176

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All Field Offices

Attn: SACs
AOs
Paralegal Specialists
Computer Specialists

Finance

Attn: UC [redacted]
[redacted]

From: Information Resources Division
IASS, FLIPU, Room 5328

Contact: [redacted] ext. 1312

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Approved [redacted]

Drafted By: [redacted]

Case ID #: 242-HQ-1078703 -238

Title: AUTOMATED CASE SUPPORT (ACS);
FORFEITURE MATTERS

Synopsis: To provide instructions to field offices regarding the usage of ACS in regards to Forfeiture matters.

Details: This communication is in response to numerous requests and questions from the field regarding Forfeiture subfiles. No policy changes have been made regarding the Office of Origin (OO) opening subfiles. The OO needs to have control over the entire case; therefore, they need to open and maintain the original Forfeiture subfiles.

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To: Director's Office From: Information Resources Division
Re: 242-HQ-1078703 09/09/1996

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

No policy has changed regarding paper submission to
FBIHQ. Any questions regarding paper submission see Forfeiture
Manual.

CC: 1 - [REDACTED] Baltimore
1 - [REDACTED] Office of General Counsel,
NP, Room 300
1 - [REDACTED], Room 5328
1 - [REDACTED] Room 5328
1 - [REDACTED] Room 5328

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 08/30/1995

To: All Divisions

Attn: Assistant Directors
Section Chiefs
SACs
Administrative Officers (AOs)
Computer Specialists
Legal Attaches
Office Assistants

From: IRD

Contact:

[Redacted]

202-324-1407
202-324-1406
202-324-8738
202-324-5058

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Approved By:

[Redacted]

[Redacted]

Drafted By:

[Redacted]

File Number(s): 242-140-1678763
66F-HQ-108703

Title: AUTOMATED CASE SUPPORT (ACS)

Synopsis: Notification of Read-Only Mode for FOIMS, AIMS, and HQGI Databases. Instructions for entering mandated National Crime Information Center (NCIC) data during the Read-Only dates.

Details: To prepare for the October 10, 1995 implementation of the ACS, the FOIMS databases will be placed in Read-Only mode from October 1 through October 9, 1995. During this time, the FOIMS data will be converted into the required ACS formats.

It is known that specific investigative classifications (i.e. 91), are required to be entered into NCIC within a specified time-frame. It is recommended that each field office assign one person, preferably the Information Management Assistant (IMA) Supervisor, to keep track of all these time sensitive cases opened within NCIC. (FBIHQ entities may contact [Redacted] extension 1406, for assistance.) To do so the IMA Supervisor will need perform the following steps:

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[Redacted]

242-140-1678763-239

To: All SAC's From: IRD
Re: 66F-HQ-108703, 08/30/1995



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(12/31/1995)

FEDERAL BUREAU OF INVESTIGATION

83

Precedence: PRIORITY

Date: 09/19/1996

To: Director's Office

Attn:

[Redacted] Room 7142
[Redacted] Room 7176
[Redacted] Room 7427
[Redacted] Room 7176
[Redacted] Room 7176

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All Field Offices

Attn:

Room 7176
Section Chiefs
Assistant Directors
SACs
Administrative Officers
Computer Specialists
Legal Attaches
Office Assistants

From: Information Resources
IAS/FLIPU/Room 1B940
Contact: [Redacted]

Ext 5058

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Approved By: Zacrep Gordon N

Drafted By: [Redacted]

Case ID #: 66F-HQ-1078703 - 246

Title: Automated Case Support (ACS)
Investigative Case Management (ICM)
List New Lead Modifications

Synopsis: To provide information to all field offices as to the changes to the List New Lead function in ICM.

Details: ICM has redesigned the List New Lead function to provide an easier method to assign and view new incoming leads.

This new functionality will be made available to all offices on 09/23/1996. No additional security access will be needed. All personnel currently having the ability to list new leads and the assign leads functions will continue to have access.

The List New Lead function can be executed from the Case Management Menu or the Case Work Menu. In this illustration, the List New Lead function will be executed from the Case Work Menu.

The following information provides screen prints, explanations and instructions on the new option to List New Leads. All offices are requested to duplicate this information and disseminate to appropriate employees.

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To: Director's Office From: Information Resources
Re: 66F-HQ-108703, 09/19/1996

CC: 1 - [redacted] Room 5634
1 - [redacted] Room 8998
1 - [redacted] Room 8998
1 - [redacted] PS-883I
1 - [redacted] Room 5328
1 - [redacted] Room 5328
1 - [redacted] Room 8391
1 - [redacted]
1 - Service Support Center, Room 1B948

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(12/31/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 09/25/1996

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✓ To: Information Resources

Attn: Gordon Zacrep, Room 5829

From: Houston
SSS

Contact:

(713) 803-3107

Approved By:

Drafted By:

Case ID #: 242-HQ-1078703 **250**

Title: AUTOMATED CASE SUPPORT (ACS)

Synopsis: To provide information to FBIHQ regarding problems Houston is experiencing in ACS.

Details: Since the implementation of ACS, numerous problems occurred which have been resolved; however, this communication is to keep the ACS Unit apprised of continuing problems in the Houston Division.

Investigative Case Management (ICM):

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5829

To: Information Resources From: Houston
Re: 242-HQ-1078703, 09/25/1996

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Some of the above listed problems may not be feasible in ACS but they would greatly benefit the Information Management Assistants. Houston will continue to review the AO bulletins in the messaging application to keep apprised of the changes and improvements in ACS.

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(12/31/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 09/30/1996

To: Director's Office

Attn:

	Room 7142
	Room 7176
	Room 7427
	Room 7176
	Room 7176
	Room 7176
	Room 7176

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All Divisions

Attn: Assistant Director
SACs
Section Chiefs
Administrative Officers
Computer Specialists
Legal Attaches
Office Assistants

From: Information Resources

Automated Case Support Unit, Room 8998

Contact: [redacted] Extension 5512

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Approved By:

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Drafted By:

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Case ID #: 242-HQ-1078703 - 253

Title: AUTOMATED CASE SUPPORT (ACS)
INVESTIGATIVE CASE MANAGEMENT (ICM)
CASE WORK REPORTS

Synopsis: To provide information to all offices as to the newly developed ICM Case Work Report selections.

Details: The ACS, ICM team continues to develop automated reports that can be used by all offices to produce Case Work (Lead) information.

Beginning 10/4/1996, the Pending Leads, Covered Leads, and Leads for a Case ID Reports will be available to all FBI personnel who currently have access to the ICM application.

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To: Director's Office From: Information Resources
Re: 242-HQ-1078702 09/30/1996

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[REDACTED]

Report Description

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

12 368

Precedence: ROUTINE

Date: 01/24/1996

To: Finance

Attn: [REDACTED]

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From: Information Resource
Headquarters Administrative Automation Section/Room
1334

Contact: [REDACTED] 202-324-5942

Approved By: Zacrep Gordon [REDACTED]

Drafted By: [REDACTED]

Case ID #: 242-17
66F-HQ-1078703

Title: AUTOMATED CASE SUPPORT (ACS)
OMAHA WORKING SESSION

Synopsis: To request reallocation of funds to support ACS
working session.

Administrative: Reference Memorandum to [REDACTED] from
[REDACTED], dated 11/6/95, entitle "AUTOMATED CASE SUPPORT
(ACS) WORKING SESSION TO RESOLVE PROCEDURE ISSUES/QUESTION".

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Details: [REDACTED]

NB for clarification and definition of ACS issues pertaining to
evidence/collected items procedures. Representatives from each
office will be attending this session to be held in Omaha, NB on
11/13-11/14/95.

242-HQ-A1078703-257

Please direct questions to [REDACTED] x5498.

CC: 1 - [REDACTED] Room 1334
1 - [REDACTED] Room 1334
1 - [REDACTED] Room 5648

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To: Finance From: Information Resources
Re: 242-17, 01/24/1996

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To: Finance Room: Information Resource
Re: 242-17, 01/24/1996

WORK COPY ROUTING SHEET

CC: 1 - [] Room 1334
1 - [] Room 1334
1 - [] Room 5648

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To: Director's Office From: Information Resources
Re: 242-HQ-1078703 09/30/1996

FIELD DESCRIPTORS (alphabetical order)

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To: Director's Office From: Information Resources
Re: 242-HQ-1078703 09/30/1996

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For ADP/T Help Desk/Customer Support assistance, continue to direct calls to the Service Support Center, Service Support and Implementation Unit, FBIHQ, extension 1500. Any questions regarding the ICM Case Work Reports Menu may be directed to, [REDACTED], Investigative Support Unit, FBIHQ, extension 5512.

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CC: 1 - [REDACTED] Room 5634
1 - [REDACTED] Room 8998
1 - [REDACTED] Room 8998
1 - [REDACTED] PS-833I.
1 - [REDACTED] Room 5328
1 - [REDACTED] 5382
1 - [REDACTED] 8391
1 - [REDACTED]
1 - Service Support Center, Room 1B948

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(12/31/1995)

FEDERAL BUREAU OF INVESTIGATION

460

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Precedence: ROUTINE

Date: 06/13/1996

To: Criminal Investigative

Attn: Joseph R. Lewis
Section Chief
Room 5155

From: Information Resources

DAD, Room 5829

Contact: [redacted] x5745

Approved By: Zacrep Gordon N [redacted]

Drafted By: [redacted]

Case ID #: 242-HQ-1078703

Title: AUTOMATED CASE SUPPORT
MANAGEMENT BRIEFINGS

Synopsis: To coordinate the presentation of briefings for CID management staff regarding ACS.

Details: At the Investigative Information Strategy Plan (IISP) Sponsor's meeting on 6/6/1996, CID and NSD reaffirmed their commitment to using ACS. IRD offered to make available briefings to CID management in order to provide clarification and up-to-date information regarding ACS.

Please contact Gordon Zacrep, x4507 or [redacted]
[redacted] x5745, to schedule any briefings or to obtain any information.

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242-HQ-1078703-258

(12/31/1995)

FEDERAL BUREAU OF INVESTIGATION

145

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Precedence: ROUTINE

Date: 10/15/1996

To: Director's Office

Attn:

[Redacted] Room 7142
[Redacted] Room 7176
[Redacted] Room 7427
[Redacted] Room 7176
[Redacted] Room 7176

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All Field Offices

Attn:

Room 7176
Assistant Directors
Section Chiefs
SACs
Administrative Officer
Computer Specialists
Legal Attaches
Office Assistants

From: Information Resources
IAS/FLIPU/Room 5332

Contact: [Redacted] ext. 5745

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Approved By: [Redacted] crep Gordon N

Drafted By:

[Redacted]

Case ID #: 242-HQ-10

242-HQ-1078703-260

Title: DISCONTINUATION OF ACCESS TO THE
FOIMS CASES, INDICES, LEADS, SERIALS,
TICKLER AND HQGI DATABASES

Synopsis: To advise all field offices and HQ divisions of the discontinuation of access to the FOIMS Cases, Indices, Leads, Serials, Tickler and HQGI databases from the FOIMS Menu.

Details: Effective 11/6/96 at 6:00am access to the FOIMS Cases, Indices, Leads, Serials, Tickler and HQGI databases is being discontinued.

242-HQ-1078703-260

The above applications have been converted for over one year and while they will no longer be available to the general users, they will be available to the programmers on tape and any information that may be needed can be requested by contacting Unit Chief [Redacted] FBIHQ, Telephone 202/324-5939. IRD is very cognizant of the concerns that the field offices have regarding the verification of data between the FOIMS application and ACS. IRD reiterates that the FOIMS data will be available to the programmers and can be retrieved if a need is identified by a field office.

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FBI If field offices have any questions, please contact

[Redacted]

[Redacted]

MAILED 53

OCT 22 1996

To: Director's Office From: Information Resources
Re: 242-HQ-10, 10/1/1996

Database administration staff at FBIHQ, Extension 5294.

To: Director's Office From: Information Resources
Re: 242-HQ-10, 10/15/1996

LEAD (s):

Set Lead 1:

ALL RECEIVING OFFICES

That this communication be brought to the attention of
all field office personnel.

To: Director's Office From: Information Resource
Re: 242-HQ-10, 10/15/1996

WORK COPY ROUTING SHEET

CC: 1 - [redacted] Room 5634
1 - [redacted] Room 8998
1 - [redacted] Room 5332
1 - [redacted] Room 5332
1 - [redacted] Room 1514A
1 - [redacted] Room 1514
1 - [redacted]
1 - Service Support Center, Room 1B948

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(12/31/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 10/15/1996

To: Director's Office

Attn: [redacted] Room 7142
[redacted] Room 7176
[redacted] Room 7427
[redacted] Room 7176
[redacted] Room 7176

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All Field Offices

Attn: SACs
Assistant Directors
Section Chiefs
Administrative Officer
Computer Specialists
Legal Attaches
Office Assistants

From: Information Resources
IAS/FLIPU/Room 5332

Contact: [redacted] ext. 5745

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Approved By: [redacted] crep Gordon N

Drafted By: [redacted]

Case ID #: 242-HQ-10
242-HQ-1078703 - 260

Title: DISCONTINUATION OF ACCESS TO THE
FOIMS CASES, INDICES, LEADS, SERIALS,
TICKLER AND HQGI DATABASES

Synopsis: To advise all field offices and HQ divisions of the discontinuation of access to the FOIMS Cases, Indices, Leads, Serials, Tickler and HQGI databases from the FOIMS Menu.

Details: Effective 11/6/96 at 6:00am access to the FOIMS Cases, Indices, Leads, Serials, Tickler and HQGI databases is being discontinued.

The above applications have been converted for [redacted]

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[redacted] ny
information that may be needed can be requested by contacting Unit Chief [redacted] FBIHQ, Telephone 202/324-5939. IRD is very cognizant of the concerns that the field offices have regarding the verification of data between the FOIMS application and ACS. IRD reiterates that the FOIMS data will be available to the programmers and can be retrieved if a need is identified by a field office.

If field offices have any questions, please contact t [redacted]

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To: Director's Office From: Information Resources
Re: 242-HQ-10, 10/15/1996

Database administration staff at FBIHQ, Extension 5294.

To: Director's Office From: Information Resources
Re: 242-HQ, 10/15/1996

LEAD (s):

Set Lead 1:

ALL RECEIVING OFFICES

That this communication be brought to the attention of
all field office personnel.

To: Director's Office From: Information Resources
Re: 242-HQ-10, 10/15/1996

WORK COPY ROUTING SHEET

CC: 1 - [REDACTED] Room 5634
1 - [REDACTED] Room 8998
1 - [REDACTED] Room 5332
1 - [REDACTED] Room 5332
1 - [REDACTED] Room 1514A
1 - [REDACTED] Room 1514
1 - [REDACTED]
1 - Service Support Center, Room 1B948

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(12/31/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 10/18/1996

To: All Divisions

Attn: Assistant Directors

[redacted] Rm 7240

[redacted] Rm 7901

SACs
ASACs

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From: Inspection Division

Office of Professional Responsibility/Room 7143.

Contact: SSA [redacted] ext. 2544.

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Approved By: [redacted]

Drafted By: [redacted]

Case ID #: HQ 263-00
242-HQ-1078703

Title: AUTOMATED CASE SUPPORT SYSTEM (ACS); LEAD SETTING IN OPR CASES.

Synopsis: Provide guidance concerning electronic lead setting in OPR cases.

Reference: HQ 263-00 Serial 79

Administrative: Reference serial is Director teletype to all offices, dated 11/17/95, entitled "Use of the Automated Case Support System (ACS) for submission of OPR related information."

Details: Referenced teletype requested recipients to hold in abeyance using ACS for transmitting OPR related information, until advised to the contrary by OPR. All OPR related information is currently routed via hard copy only. This instruction was the result of [redacted]

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In response to field office requests for assistance in tracking OPR matters within individual field offices, and so that field offices may electronically assign OPR cases and leads within their offices, and leads to other offices, OPR will set

242-HQ 1078703-261

Original filed in 263-HQ-00-101

To: All Divisions From: Inspection Division
Re: HQ 263-00, 10/18/1996

leads to all offices in receipt of OPR inquiries initiated during fiscal year 1997.

In order to start taking advantage of ACS capabilities

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[REDACTED]

[REDACTED] Depending on the results of this effort, ultimately, all offices will receive entire OPR communications and leads electronically in the near future.

Only the selected offices, which will be notified by OPR, will participate in the initial tests using ECs uploaded into ACS. Others will be added as confidence and reliability in the use of ACS for OPR documents are demonstrated.

This communication is intended for Division Heads, SACs, and ASACs, and, in itself, [REDACTED]

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[REDACTED]

OPR has coordinated this communication with IRD to avoid conflict with any guidance provided to the field by IRD concerning ACS.

To: All Divisions From: Inspection Division
Re: HQ 263-00, 10/18/1996

LEAD(s):

Set Lead 1:

ALL RECEIVING OFFICES

Receiving offices are requested to contact OPR in the event that this EC is not electronically routed to its intended receiver. Otherwise, no response is necessary.

CC: 1 -

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FEDERAL BUREAU OF INVESTIGATION

487

Precedence: PRIORITY

Date: 09/07/1995

To: INFORMATION RESOURCES DIVISION

Attn: HEADQUARTERS ADMINISTRATION AUTOMATION SECTION
SECTION CHIEF, GORDON N. ZACREP

From: MILWAUKEE

FILE SUPERVISOR [REDACTED]

Approved [REDACTED]

Drafted [REDACTED]

File Number(s): 66F-HQ-1078703

Title: AUTOMATED CASE SUPPORT (ACS)
EXCEPTION REPORT

Re: Routing slip to Milwaukee from FBIHQ, attaching revised UNI
Exception Report.

Synopsis: To submit completed Exception Report.

Enclosures: One completed Exception Report.

Details: Enclosed for FBIHQ is one completed Exception Report.
If there are any further questions or corrections to be made,
please contact File Supervisor [REDACTED] at 414-276-4684.

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ENCLOSURE

Am 1334

MILWAUKEE DIVISION

AT - [REDACTED]

b6
b7C

To:

From: [REDACTED]

HQ Program Analyst

RE: REVISED UNI EXCEPTION REPORT

Attached is the revised UNI exception report for your office. This report was run on 8/22/95. [REDACTED]

b6
b7C
b7E

Any questions, please call

[REDACTED] ext. 1406 or [REDACTED] ext. 1407.

*Handled and corrected
9/6/95
copies for file*

242 HQ-1078 103-*277* 66F-42-1078703

SEARCHED	INDEXED
SERIALIZED	FILED
SEP 5 1995	
FBI - MILWAUKEE	

b6
b7C

To:

[redacted]

January 2, 1996

b6
b7C

From:

[redacted]

Subject: ACS STATISTICS
12/24/95 - 12/30/95

During the week of 12/24-30/95, the Service Support Center (SSC) received a total of [redacted] calls. Of the [redacted] calls the SSC received, [redacted] calls were related to ACS. The following is a breakdown of the ACS calls (including Unit responsible for resolution, number of problems and description of problems):

b7E

[redacted]

[redacted]

[redacted]

678703-266

To date (9/5/95 - 12/31/95), the Service Support Center has received a total of [redacted] ACS related telephone calls. All problems during this period have been resolved.

1 - [redacted] Rm. 5845
1 - Mr. Zacrep, Rm. 1334
1 - [redacted] Rm. 5634
1 - [redacted] Rm. 8998
1 - [redacted] Rm. 1B948
1 - [redacted] Rm. 1339
1 - 66F-HQ-1078703

1 - [redacted] Rm. 1358
1 - [redacted] Rm. 1714
1 - [redacted] Rm. 5328
1 - [redacted] Rm 1B970
1 - [redacted] Rm. 1B948

b6
b7C

[redacted]

(03/31/95)

FEDERAL BUREAU OF INVESTIGATION

437

Deadline: 10/04/95

Date: 09/19/1995

To: INFORMATION RESOURCES DIVISION

Attn: HEADQUARTERS ADMINISTRATION AUTOMATION SECTION
SECTION CHIEF, GORDON N. ZACREP

From: MILWAUKEE

C: FILE SUPERVISOR [REDACTED]

Approved [REDACTED]

Drafted By: [REDACTED]

File Number(s): 66F-HQ-1078703

Title: AUTOMATED CASE SUPPORT (ACS)
EXCEPTION REPORT

Re: Routing slip to Milwaukee from FBIHQ dated 9/13/95,
attaching the latest ECF Conversion Exception Reports.

Synopsis: To submit completed Exception Reports.

Enclosures: Three completed Exception Reports.

Details: Enclosed for FBIHQ are three completed Exception
Reports. If there are any further questions or corrections to be
made, please contact File Supervisor [REDACTED] at
414-276-4684.

♦♦

243-1-1111-267

Encls.

ENCLOSURE

1334

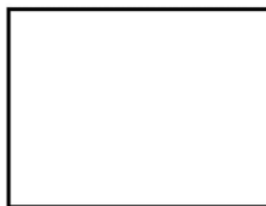
MILWAUKEE DIVISION

ATTN -

b6
b7C

September 13, 1995

Here are the latest ECF Conversion Exception Reports. It is critical to the conversion that all duplicates be eliminated. Any exceptions not corrected by 10/4/1995 will not be converted.



*completed
9/19/95*



242-HQ-1078703-267

ENCLOSURE

66F-HQ-1078703

SEARCHED INDEXED
SERIALIZED FILED

SEP 18 1995

FBI-MILWAUKEE

b6
b7C

①

②

(03/31/95)

FEDERAL BUREAU OF INVESTIGATION

Deadline: 10/04/95

Date: 09/19/1995

To: INFORMATION RESOURCES DIVISION

Attn: HEADQUARTERS ADMINISTRATION AUTOMATION SECTION
SECTION CHIEF, GORDON N. ZACREP

From: MILWAUKEE

Contact: FILE SUPERVISOR

Approved By:

Drafted By:

File Number(s): 66F-HQ-1078703

Title: AUTOMATED CASE SUPPORT (ACS)
EXCEPTION REPORT

Re: Routing slip to Milwaukee from FBIHQ dated 9/13/95,
attaching the latest ECF Conversion Exception Reports.

Synopsis: To submit completed Exception Reports.

Enclosures: Three completed Exception Reports.

Details: Enclosed for FBIHQ are three completed Exception
Reports. If there are any further questions or corrections to be
made, please contact File Supervisor at
414-276-4684.

♦♦

b6
b7C

FEDERAL BUREAU OF INVESTIGATION
FOI/PA
DELETED PAGE INFORMATION SHEET
FOI/PA# 1253074-002

Total Deleted Page(s) = 19

Page 7 ~ b6; b7C; b7E;
Page 12 ~ b7E;
Page 22 ~ b6; b7C; b7E;
Page 23 ~ b7E;
Page 24 ~ b7E;
Page 25 ~ b6; b7C; b7E;
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Page 36 ~ b7E;
Page 37 ~ b6; b7C; b7E;
Page 38 ~ b7E;

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X For this Page X
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(03/31/95)

489

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 09/29/1995

To: Information Resources Division Attn: [redacted] Room 1334

b6
b7C

From: Albany

Contact: Senior Computer Specialist-ISA [redacted]

Approved By: [redacted]

Drafted By: [redacted]

File Number(s): 242-1 Sub-4

Title: SILENT HITS - ACS

Synopsis: Per Telcal from [redacted] 9/28/95. Silent Hits are to be designated by Universal Index (UNI) Security Group catagories.

b6
b7C
b7E

Details: Albany requests Silent Hits be accessed by the following individuals:

ID BADGE/SOFT CREDENTIAL#	OFFICIAL BU NAME/SSN	POSITION TITLE	CATAGORY UNI #
------------------------------	-------------------------	-------------------	-------------------

[redacted]			
------------	--	--	--

♦♦

242-HQ-1078703-268

But File 242
66 F-HQ-1078703

1334

FEDERAL BUREAU OF INVESTIGATION

489

9/6/95

Precedence: ROUTINE

Date: 09/3/1995

b6
b7C

To: Director

Attn: Gordon Zarep, Room 1334

From: Newark

FOIMS Unit

Contact: ☐ ISA ☐ extension 9278

Approved By

Drafted By

File Number(s): 242-1-A (Pending)

Title: ⑥ Field Office Information Management System (FOIMS)
Automated Case Support (ACS)
Security Access
Newark Division

Synopsis: Request for access to Automated Case Support (ACS).

Details: Newark Division requests that the following security changes be made to the Automated Case Support (ACS).

EMPLOYEE	POSITION	BADGE#	SSAN#

b6
b7C
b7E

Access to ICM

242-40-1078703-269

BU File 242-66 F-HQ-1078703

(03/31/95)

FEDERAL BUREAU OF INVESTIGATION

To: Director From: Newark
Re: 242-1-A, 08/12/1995

b6
b7C
b7E

Contact ISA [redacted] Newark Division at
printer destination [redacted] or at extension 9278, when access has
been completed.

♦♦

(09/19/94)

✓ PIA Folder 189

FEDERAL BUREAU OF INVESTIGATION

b6
b7C

Precedence: ROUTINE

Date: 09/01/1995

To: IRD

Attn: Gordon Zarep, Room 1334

From: New York
SO-5

Contact: [redacted] x2775

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 66F-HQ-1078703

Title: AUTOMATED CASE SUPPORT
PRE-IMPLEMENTATION REVIEW

Synopsis: Additions to ACS Access List.

Reference: New York airtel to the Bureau, dated 4/24/95, and captioned as above.

Details: Attached are latest additions and/or modifications to the security access list, which was submitted with eferenced airtel.

242-HQ-1078703-270

ENCLOSURE

~~BuFile~~

155 9/11/95 Resolved

1 - BuFile 242-66F-HQ-1078703

(06/01/1995)

489

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 09/27/1995

To: Administrative Automation **Attn:** Section Chief
Section Gordon Zacrep
Room 1334

From: Baltimore
Support Services Section
Contact: File Supervisor

ext 327

b6
b7C

Approved By:

Drafted By:

Case ID #: 66-HQ-1078703

Title: AUTOMATED CASE SUPPORT
EXCEPTION REPORTS
BALTIMORE DIVISION

YES

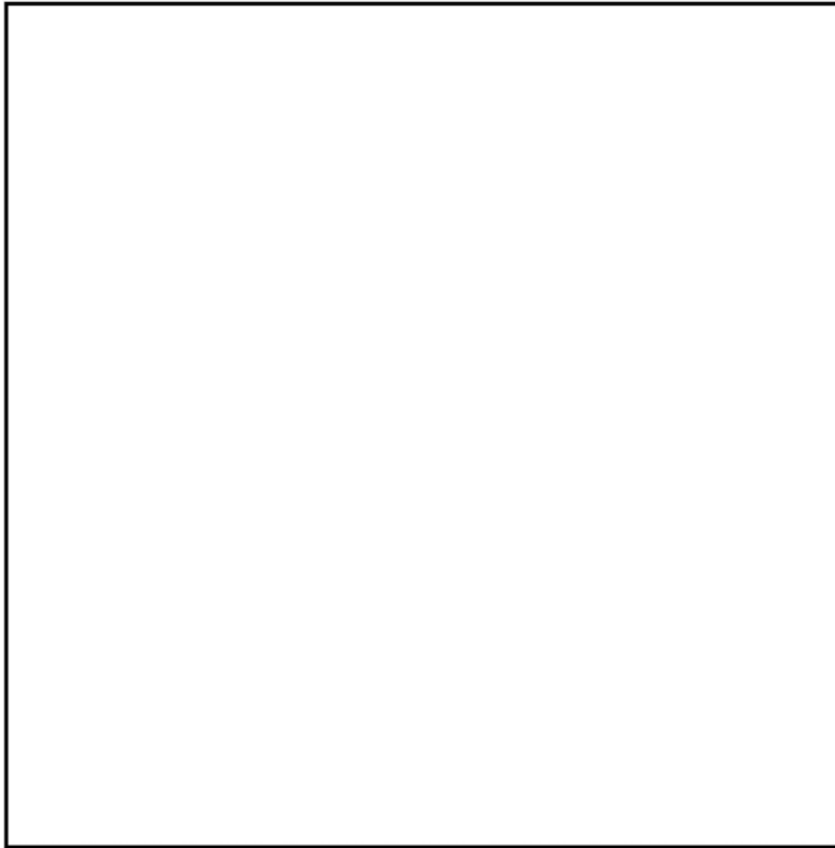
Synopsis: ACS exception reports for the Baltimore Division.

Enclosures: Enclosed for the Bureau are the following ACS
Exception Reports that have been completed by the Baltimore
Division:

66-HQ-1078703-271

b3
b7E

To: Administrative Automation From: Baltimore
Re: 66-HQ-1078703, 09/27/1995



b3
b7D
b7E

♦♦

489

FEDERAL BUREAU OF INVESTIGATION

Date: 09/19/1995

To: INFORMATION RESOURCES DIVISION

Attn: HEADQUARTERS ADMINISTRATION AUTOMATION SECTION
SECTION CHIEF, GORDON N. ZAF [redacted]

From [redacted] MILWAUKEE

Contact: FILE SUPERVISOR [redacted]

Approved By: [redacted]

Drafted By: [redacted]

File Number(s): 66F-HQ-1078703

Title: AUTOMATED CASE SUPPORT (ACS)
EXCEPTION REPORT

Re: Routing slip to Milwaukee from FBIHQ dated 9/21/95,
attaching the latest ECF Conversion Exception Report. [redacted]

Synopsis: To submit completed Exception Report.

Enclosures: One completed Exception Report.

Details: Enclosed for FBIHQ is one completed Exception Report.
If there are any further questions or corrections to be made,
please contact File Supervisor [redacted] at
414-276-4684.

♦♦ Encl-1 ^{VP}

242-119-1078703-272

1334

To:

[REDACTED]

February 21, 1996

b6
b7C

From:

[REDACTED]

Subject: ACS STATISTICS 2/11/96 - 2/17/96

During the week of 2/11/96 - 2/17/96, the Service Support Center (SSC) received a total of [REDACTED] calls. Of the [REDACTED] calls the SSC received, [REDACTED] calls were related to ACS. The following is a breakdown of the ACS calls (including Unit responsible for resolution, number of problems and description of problems):

b7E

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

To date (9/5/95 - 2/17/96), the Service Support Center has received a total of [REDACTED] ACS related telephone calls. [REDACTED] have been resolved and [REDACTED] are pending.

1 - [REDACTED] Rm. 5845
1 - Mr. Zacrep, Rm. 1334
1 - [REDACTED] Rm. 5634
1 - [REDACTED] Rm. 8998
1 - [REDACTED] Rm. 1B948
1 - [REDACTED] Rm. 1339
[REDACTED]

1 - [REDACTED] Rm. 5845
1 - [REDACTED] Rm. 1714
1 - [REDACTED] Rm. 5328
1 - [REDACTED] Rm. 1B970
1 - [REDACTED] Rm. 1B948
(1) 66F-HQ-1078703

b6
b7C

ENCLOSURE

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

489

Precedence: ROUTINE

Date: 09/22/1995

To: FBIHQ

242
66F-HQ-1078703

Attn:

[Redacted]

1B940

b6
b7C

From: BUFFALO

Contact:

[Redacted]

Ext 213

Approved By

[Redacted]

Drafted By:

[Redacted]

Case ID #: 242-1 SUB 10

Title: ACS Access

Synopsis: Request additional access for employee

Enclosures: 1 Access form filled out for SAS

[Redacted]

b6
b7C

Details: Buffalo Supervisory Administrative Specialist (SAS)

[Redacted] has held his current position since [Redacted]
When the initial requests went in from Buffalo in [Redacted] for
access this office did not have anyone acting in the capacity of
a File Supervisor. SAS [Redacted] has all of the assigned
duties of a File Supervisor and would need access in ACS at that
level.

242-HQ-1078703-274

[Redacted]

BuFile 242
66F-HQ-1078703

(03/31/95)

FEDERAL BUREAU OF INVESTIGATION

489

Precedence: ROUTINE

99/07/1995

To: Administration Automation Section Attn:

Edon Zachrep
Room 1344

b6
b7C
b7E

From: Honolulu

Contact: [REDACTED]

Approved By: [REDACTED]

Drafted By: [REDACTED]

File Number(s): 66F-1031 SUB I

Title: AUTOMATED CASE SUPPORT;
PRE-IMPLEMENTATION REVIEW

Synopsis: Removal of serials.

Enclosures: Enclosed for the Bureau is an ECF exception report.

Details: [REDACTED]

b7E

♦♦

242-HQ-1078703-275

But File 242
66 F-HQ-1078703

1334

(03/31/95)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 09/3/1995

To: Director

Attn: Gordon Zarep, Room 1334

From: Newark

FOIMS Unit

Contact: ISA extension 9278

Approved By

Drafted By

File Number(s): 242-1-A (Pending)

Title: Field Office Information Management System (FOIMS)
Automated Case Support (ACS)
Security Access
Newark Division

Synopsis: Request for access to Automated Case Support (ACS).

Details: Newark Division requests that the following security changes be made to the Automated Case Support (ACS).

EMPLOYEE	POSITION	BADGE#	SSAN#
----------	----------	--------	-------

Access to ICM

742 HQ-1078703-2

1- BuFile 242
86F-HQ-1078873

To: Director From: Newark
Re: 242-1-A, 08/12/1995



b7E



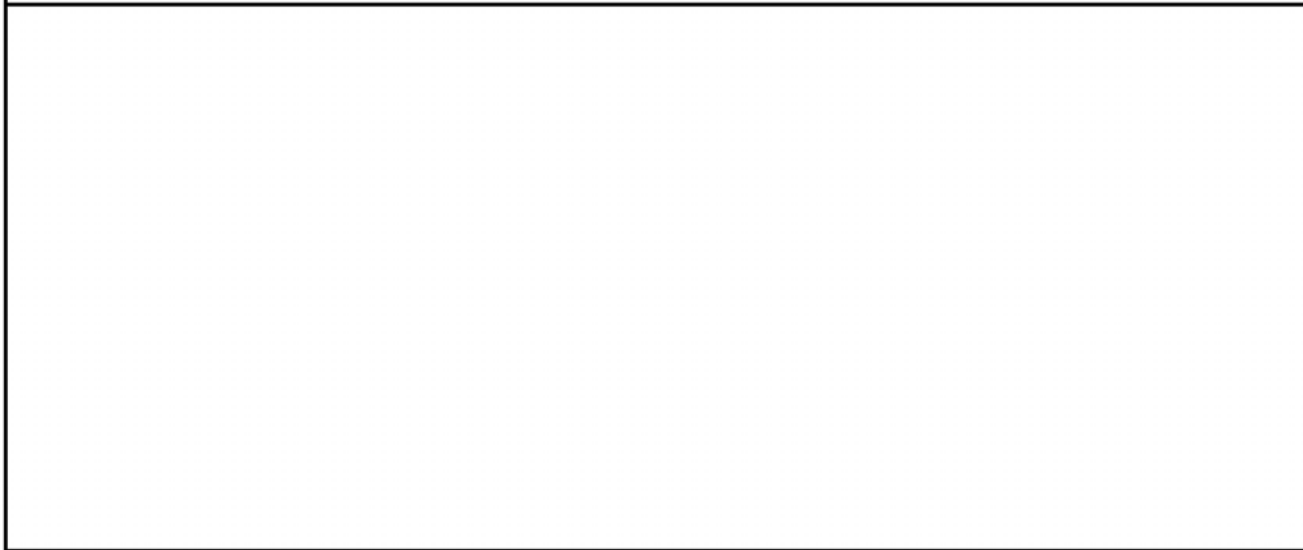
b6
b7C
b7E



b7E

To: Director From: Newark
Re: 242-1-A, 08/12/1995

b6
b7C
b7E



To: Director From: Newark
Re: 242-1-A, 08/12/1995

b6
b7C
b7E

Contact ISA Newark Division at
printer destination or at extension 9278, when access has
been competed.

♦♦

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

489

Precedence: ROUTINE

Date: 09/28/1995

To: Administrative Automation **Attn:** Section Chief
Section Gordon Zacrep
Room 1334

From: Baltimore
Support Services Section
Contact: File Supervisor [] ext 327

b6
b7C

Approved By: []

Drafted By: []

Case ID #: 242 66-HQ-1078703

Title: AUTOMATED CASE SUPPORT
EXCEPTION REPORTS
BALTIMORE DIVISION

Synopsis: ACS exception reports for the Baltimore Division.

Enclosures: Enclosed for the Bureau is the following ACS
Exception Report that has been completed by the Baltimore
Division:

[]

242-HQ-1078703-277

b7E

Details: Baltimore corrected all entries on the ASC Exception
Report.

♦♦

(06/01/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 09/05/1995

To: DIRECTOR, FBI

Attn:

GORD

CREP ROOM 1334

From: NEW HAVEN

UNIT #1

Contact: [REDACTED] X7083

Approved By: SAS [REDACTED]

Drafted By: [REDACTED]

Case ID #: 66F-NH-32464

Title: ECF EXCEPTION REPORTS

Synopsis: ECF CONVERSION EXCEPTION REPORTS.

Details: New Haven Division has completed and corrected all exceptions listed on the [REDACTED]

♦♦

242-HQ-1078703-278

BuFile

1334

b6
b7C
b7E

(12/31/1995)

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 10/16/1996

To: Director's Office

Attn: [redacted] Room 7142
[redacted] Room 7176
[redacted] Room 7427
[redacted] Room 7176
[redacted] Room 7176

b6
b7C

All Field Offices

Attn: Room 7176
Section Chiefs
Assistant Directors
SACs
Administrative Officers
Computer Specialists
Legal Attaches
Office Assistants

From: Information Resources
IAS/FLIPU/Room 1B940
Contact: [redacted]

Ext 5058

Approved By: [redacted]

Drafted By: [redacted]

b6
b7C

✓ Case ID #: 242-HQ-1078703 #259

Title: Automated Case Support (ACS)
Investigative Case Management (ICM)
Tickler Modifications

Synopsis: To provide information to all field offices as to the changes to the Tickler function in ICM.

Details: [redacted]

b7E

This new functionality will be made available to all offices on 10/23/1996. No additional security access will be needed.

The following information provides screen prints, explanations and instructions [redacted]

[redacted] All offices are requested to disseminate this information to appropriate employees.

10-30-96

To: Director's Office From: Information Resources
Re: 242-HQ-107-103, 10/16/1996



1 - Service Support Center, Room 1B948

♦♦

b6
b7C
b7E

FBI

306

TRANSMIT VIA:

☐ Teletype
☐ Facsimile
☒ AIRTEL

PRECEDENCE:

☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION:

☐ TOP SECRET
☐ SECRET
☐ CONFIDENTIAL
☐ UNCLAS E F T O
☐ UNCLAS

Date 9/5/95

TO

: DIRECTOR, FBI (~~66F-HQ-108703~~)
ATTENTION: ACCESS SECURITY ADMINISTRATOR,
ROOM 1368, TL 153

FROM : SAC, JACKSON (~~66F-HQ-108703~~)SUBJECT : AUTOMATED CASE SUPPORT (ACS)
PRE-IMPLEMENTATION REVIEW

RE Jackson airtel dated 4/22/95.

The following individuals' access needs have
changed since submission of the referenced communication.
Please afford access to the ACS as indicated below:

2 - Bureau
2 - Jackson
(1 - 242-2-SF)

(4)

242-HQ-1078703-280

BuFile

Approved: _____ Transmitted _____ Per _____
(Number) (Time)

b6
b7Cb6
b7C
b7Eb6
b7C

Jackson has a small support staff, therefore, in many instances the profiles requested for the position exceed that normally assigned to the position. Most Jackson support employees perform a variety of duties; many are backups to other positions or have duties of positions other than the one to which they are assigned as their position of record which does not require their full time.

FEDERAL BUREAU OF INVESTIGATION
FOI/PA
DELETED PAGE INFORMATION SHEET
FOI/PA# 1253074-002

Total Deleted Page(s) = 55

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1/1995)

FEDERAL BUREAU OF INVESTIGATION

b6
b7C

Precedence: ROUTINE

9/04/1996

To: Information Resources

Attn: A. Jack

From: Information Resources

IAS/FLIPU/Room 5328

Contact: [redacted] ext. 5745

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 242-HQ-1078703- 282

Title: AUTOMATED CASE SUPPORT (ACS)
Liaison Weekly Summary

Synopsis: To forward liaison worksheets for dissemination.

Enclosures: Field Liaison, Implementation & Policy Unit (FLIPU)
worksheets for week ending 8/30/96.

Details: Enclosed are FLIPU Liaison worksheets for week ending
8/30/96. Please forward to appropriate units for handling.

SUMMARY

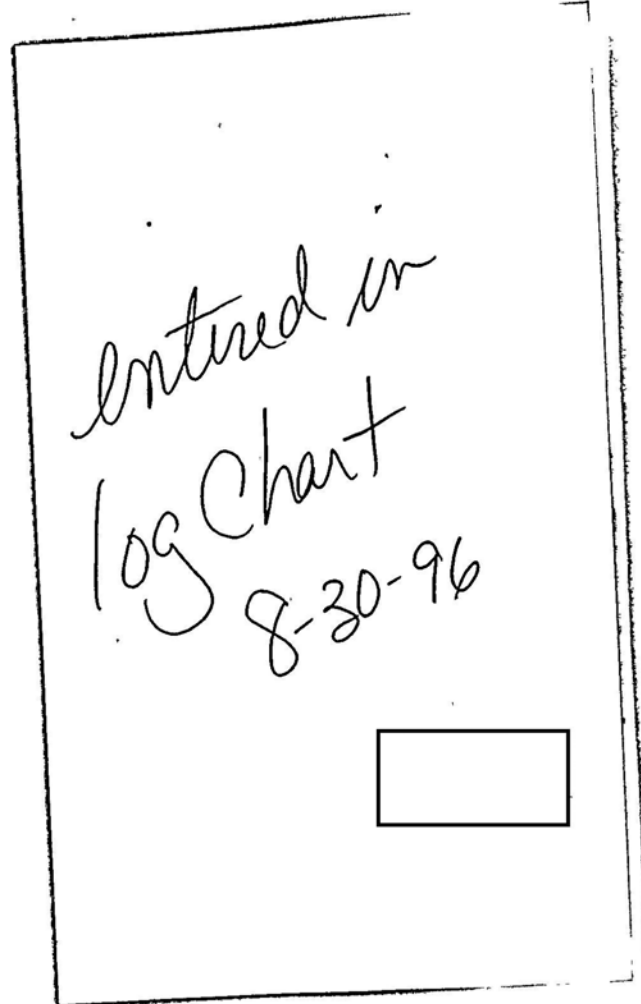
b7E

CC: 1 - [redacted] Rm 5328

b6
b7C

♦♦





b6
b7c



✱✱✱

FBI FACSIMILE
COVERSHEET

PRECEDENCE

- ☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION

- ☐ Top Secret
☐ Secret
☐ Confidential
☐ Sensitive
☐ Unclassified

Time Transmitted: _____

Sender's Initials: _____

Number of Pages: 6
(Including Cover Page)To: Pickitt Street
(Name of Office)Date: 8-29-96Facsimile Number: 703-751-2325Attn: _____
(Name Room Telephone)From: _____
(Name of Office)Subject: ICM

Special Handling Instructions: _____

Originator's Name: _____Telephone: no phone

Originator's Facsimile Number: _____

Approved: _____

***** JOURNAL - ***** DATE AUG-29-1996 TIME 16:04 *****

DATE/TIME = AUG-29 16:03
JOURNAL NO. = 17
COMM.RESULT = OK
PAGES = 03
FILE NO. =
DURATION = 00:00'41
MODE = XMT
STATION NAME =
TELEPHONE NO. = T 87037512325
RECEIVED ID = FBI PICKETT ST.
RESOLUTION = STANDARD

-IAS FRONT OFFICE -

***** FBI HEADQUARTERS- ***** 202 324 1536- *****



FBI FACSIMILE COVERSHEET

PRECEDENCE

- ☐ Immediate
☐ Priority
☐ Routine

CLASSIFICATION

- ☐ Top Secret
☐ Secret
☐ Confidential
☐ Sensitive
☐ Unclassified

Time Transmitted: _____

Sender's Initials: _____

Number of Pages: 3
(Including Cover Page)To: Pickett Street
(Name of Office)Date: 8-29-96Facsimile Number: 703-751-2325Attn: _____
(Name Room Telephone)From: _____
(Name of Office)Subject: ICM

Special Handling Instructions: _____

Originator's Name: _____Telephone: no phone

Originator's Facsimile Number: _____

Approved: _____

FBI/DOJ

b6
b7c

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 10/07/1996

To: New Orleans
New York
Anchorage
Norfolk

Omaha

Detroit

Pocatello

Attn: SAC James DeSarno
Attn: SAC Joseph Cantamessa
Attn: SAC Marshall Bratton
Attn: CS
CS
Attn: AO
CS
Attn: CS
Attn: CS
Attn: CS

b6
b7C

From: Information Resources
Investigative Automation Section/ACS Unit
Contact: [redacted] Ext 5939

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b7C

Approved By: Lowe A Jackson [redacted]

Drafted By: [redacted]

Case ID #: 242-HQ-1078703-254

Title: Automated Case Support
Post Implementation Review
10/16-17/96

Synopsis: The suite of applications that make up the Automated Case Support (ACS) has been implemented field-wide for nearly a year. Sessions have been scheduled to perform a post-implementation review of the implementation process and the progress made this year. The persons named above were instrumental in the development and implementation of ACS and are requested to attend this post-implementation review.

Details: [redacted]

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As the first anniversary of the implementation of ACS nears, a post-implementation review is planned to review the implementation process used, discuss problems encountered, review the progress made since implementation, and to determine directions of the future.

To: New Orleans From: Information Resources
Re: 242-HQ-107-503, 10/07/1996

This review is scheduled for October 16 and 17, 1996 at FBIHQ. The above named individuals are requested to attend, with the approval of their supervisors, if necessary. These persons were instrumental in the development and implementation of ACS and their views and hindsight will be considered extremely valuable. October 15 and 18 are travel days. Hotel information will be forthcoming and attendees will be contacted personally. Information Resources Division will fund the travel expenses for these individuals through reimbursement to the receiving divisions.

To: New Orleans From: Information Resources
Re: 242-HQ-107303, 10/07/1996

LEAD (s):

Set Lead 1:

ALL RECEIVING OFFICES

That this communication be brought to the attention of the individuals named in the 'attention' section, and that they receive approval to attend the post-implementation review of ACS.

CC: Mrs. [] Room 5829
Mr. Zacreb, Room 5829
Mr. [] Room 5634
Ms. [] Room 5332
Ms. [] Room 8998

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1995)

FEDERAL BUREAU OF INVESTIGATION

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Precedence: ROUTINE

9/09/1996

To: Information Resources

Attn: A. Jac

From: Information Resources

IAS/FLIPU/Room 5328

Contact: [redacted] ext. 5745

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 242-HQ-1078703-283

Title: AUTOMATED CASE SUPPORT (ACS)
Liaison Weekly Summary

Synopsis: To forward liaison worksheets for dissemination.

Enclosures: Field Liaison, Implementation & Policy Unit (FLIPU)
worksheets for week ending 9/6/1996.

Details: Enclosed are FLIPU Liaison worksheets for week ending
9/6/1996. Please forward to appropriate units for handling.

SUMMARY

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CC: 1 - [redacted] Rm 5328

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